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ABSTRACT

The mission of New York's Office of Vocational and Educational Services for Individuals with Disabilities (VESID) is to provide educational, vocational, and counseling services to people whose disabilities impose barriers to employment; to increase the access of all people with disabilities to the full range of services offered within the State Education Department and other agencies; and to coordinate lifelong educational services to persons with disabilities. This annual report describes the service philosophy, the services provided and coordinated by vocational rehabilitation counselors, management principles, priorities and goals, and accomplishments. Accomplishments focus on such areas as improving access to services, interagency coordination, supported employment, independent living, and outreach to underserved populations. A section called "Profile of the People We Served" provides a statistical overview of people who received VESID services and the outcomes of such services. Appendices outline the organizational structure of the Office and list independent living centers. (JDD)

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ANNUAL REPORT

Office of Vocational and Educational Services for Individuals with Disabilities

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ANNUAL REPORT

Office of Vocational and Educational Services for Individuals with Disabilities 1990

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The State Education Department

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Executive Deputy Commissioner of Education
THOMAS E. SHELDON

Deputy Commissioner, Office of Vocational and Educational Services for Individuals with Disabilities
LAWRENCE C. GLOECKLER

Assistant Commissioner, Office of Policy and Program Development
EDMUND CORTEZ

Division Coordinator, Policy Development and Coordination
JOHANNA DUNCAN-POITIER

Unit Manager, Policy Development and Evaluation
CATHERINE A. SHERIDAN

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VESID ANNUAL REPORT 1990
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MESSAGE FROM THE COMMISSIONER

The beginning of the 1990s presents New Yorkers with new challenges to the growth and advancement that we enjoyed in the previous decade. All segments of our society - families, schools, businesses, governments - are faced with the difficult dilemma of doing more with less. Creativity and cooperation are indispensable keys to success in these demanding times.

This Annual Report of the Office of Vocational and Educational Services for Individuals with Disabilities (VESID) characterizes one organization's response to the challenges we face. This report gives a picture of how we have creatively and cooperatively marshalled our resources to help people with disabilities achieve work and independence. Through its position in the State Education Department, VESID helps open access to lifelong learning available through the educational, professional and cultural institutions of New York. Through its partnership with other organizations in the public and private sectors, VESID links services for those who need them most.

Please take time to read this report and think about how you can help us contribute to all individuals reaching their fullest potential. Your interest and commitment will help make this goal a reality.

Thomas Sobol

President of The University and Commissioner of Education

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MESSAGE FROM THE EXECUTIVE DEPUTY COMMISSIONER

Thomas E. Sheldon

Executive Deputy Commissioner of Education

I am pleased to present the Annual Report of accomplishments of the Office of Vocational and Educational Services for Individuals with Disabilities (VESID). During the past year, I have served as the Cochair of the Interagency Council for Vocational Rehabilitation and Related Services, which was established by the Board of Regents and the Governor, to provide direction for many of the activities highlighted in this report. The Council is developing and implementing strategies to restructure the manner in which New York provides vocational rehabilitation and related services to individuals with disabilities.

The Council is committed to insuring that the resources of the State of New York for persons with disabilities are used in the most effective way possible. As you will note in this report, many of VESID's efforts focus on working with other agencies, businesses, service providers and consumers to develop a comprehensive system of services that best meets the needs of persons with disabilities. This system involves traditional resources as well as innovative approaches to assisting persons with disabilities achieve maximum employment and independence.

The accomplishments outlined in this Annual Report represent a renewed emphasis on the dignity and abilities of individuals with disabilities. Let us strive together to build on these accomplishments in the years ahead.

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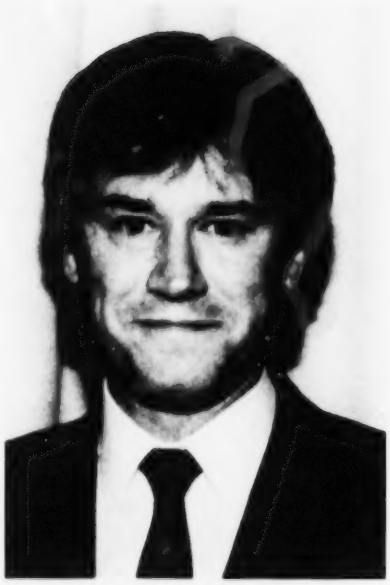
MESSAGE FROM THE DEPUTY COMMISSIONER

During the last year, I have had the privilege of leading a comprehensive effort to redirect and expand services for individuals with disabilities so that they can live more independently in their communities. At the direction of the Board of Regents, we have enacted an expanded mission for VESID that focuses on promoting independence for persons with disabilities by improving access to lifelong educational services and increasing integrated employment opportunities. We have developed management principles that ensure that all VESID staff incorporate basic philosophical principles into our every day practices: respect for the dignity and potential of individuals, commitment to quality, promotion of options for learning and working alongside persons who do not have disabilities, active participation of those who use our services and elimination of unnecessary requirements for documentation.

As you review this Annual Report, you will see that we have concentrated the past year's efforts on developing statewide strategies to improve access to educational and rehabilitation services, to coordinate services with other agencies, to expand supported employment and independent living and to improve program and fiscal management. In the upcoming year, VESID will make changes at the local level to implement these new approaches to serving persons with disabilities. With your support, we will continue to bring about greater opportunities for all New Yorkers to lead productive, independent lives.



Lawrence C. Gloeckler

Deputy Commissioner, Office of Vocational and Educational Services for Individuals with Disabilities

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BACKGROUND AND MISSION

The State Education Department's Office of Vocational and Educational Services for Individuals with Disabilities (VESID) was formed by a reorganization of the Office of Vocational Rehabilitation (OVR) and realignment of other responsibilities for programs for persons with disabilities within the State Education Department (SED). VESID's mission includes an expanded role in developing and coordinating appropriate services so that people with disabilities can lead self-sufficient, self-directed lives to the maximum extent possible. This mission is:

- to provide educational, vocational and counseling services to people whose disabilities impose barriers to employment;
- to increase the access of all people with disabilities, regardless of age, minority status or disability, to the full range of services that are offered within the State Education Department and other agencies which provide services to individuals with disabilities; and
- to coordinate lifelong educational services to persons with disabilities.

VESID works with people with disabilities in preparing for, finding and adjusting to employment. In order to be eligible for vocational rehabilitation services, individuals must have a physical or mental disability that impedes their ability to work. There must also be a reasonable expectation that, through the services of VESID, the individual will become employable.

VESID works with people with disabilities to assist their entry into the job market by providing an array of services to meet their unique needs. Throughout the vocational rehabilitation process, persons in need of services work with professional vocational rehabilitation counselors to choose, develop and complete their plans for employment. Services may include medical and vocational evaluation, educational and vocational counseling and services, job training and placement, job follow-up and other services to support the individual's vocational rehabilitation objectives.

In its expanded role, VESID's mission includes responsibility for the overall coordination of educational, vocational and rehabilitation services to all persons with disabilities, regardless of age, minority status, or disability and increasing access of people with disabilities to these services. The overall coordination of such services is achieved through interagency and intra-agency activities.

The focus of interagency activities is to ensure that services provided by the SED for persons with disabilities of any age are coordinated with services provided by other New York State agencies. This coordination will result in services that are nonduplicative, comprehensive and designed to meet the needs of persons with disabilities in such a manner as to maximize the effect of each agency's efforts.

VESID's intra-agency activities involve responsibility for the coordination of the SED activities to ensure access for persons with disabilities to the wide range of services that are available through the SED. As one of the major offices of the SED, VESID is closely linked with other educational programs that can benefit individuals with disabilities. Coordination among these educational programs, such as elementary and secondary school programs, colleges, universities, and adult and continuing education programs, will provide lifelong learning opportunities, improve the employability of and encourage the full and independent participation of persons with disabilities in society.

In addition to providing vocational rehabilitation services, VESID also administers State funding to 35 Independent Living Centers across New York State. Independent living centers are private community-based, consumer managed, nonresidential advocacy organizations that assist individuals with disabilities in living more independently in their communities.

Just as American business and labor is responding to a changing global economy and workforce, the vocational rehabilitation system is devising innovative ways that persons with disabilities

can contribute to the needs of employers for the work force of the 21st Century. VESID has developed partnerships with leaders of business, industry and labor to create more integrated employment opportunities for persons with disabilities and to provide skilled employees to meet business recruitment needs.

Following the reorganization of VESID, a series of meetings were conducted with management staff, individuals representing other agencies, representatives from rehabilitation facilities, persons with disabilities and their families for the purpose of developing priorities to guide future initiatives of VESID. The priorities developed as a result of these meetings provide the framework for VESID's legislative program and office initiatives. The following annual report provides information on the priorities, major activities and accomplishments of the Office of Vocational and Educational Services for Individuals with Disabilities during 1990.

DESCRIPTION OF SERVICES PROVIDED AND COORDINATED BY TRAINED VOCATIONAL REHABILITATION COUNSELORS

More than 350 professional vocational rehabilitation counselors are employed by VESID throughout the State to work with persons with disabilities. The main role of VESID counselors is to help individuals whose disabilities create a work impediment choose employment goals and plan for services so they can reach these goals. Counselors provide direct services such as counseling, guidance, and placement, as well as purchasing assessments, training and other services from private proprietary and not-for-profit agencies. The services available to persons with disabilities through their vocational rehabilitation counselors include:

- Evaluation of rehabilitation potential to determine:
  - skills, abilities and interests
  - possible vocational goals
  - the services needed to secure employment
- Career planning and vocational counseling so that persons with disabilities can achieve their career potential
- Restoration services and/or adaptive equipment to remove or reduce limitations related to employment
- Vocational and other training services through:
  - facility-based programs
  - colleges, universities and other postsecondary programs
  - work study programs
  - worksite training with job coaching
  - "on-the-job" training programs
  - supported employment
  - sheltered employment

- Services to family members of an individual with a disability regarding the adjustment or rehabilitation of the individual with a disability
- Driver/homemaker evaluation and training
- Assistance with transition from school to postsecondary education, training and employment
- Assistance with support services during evaluation, training and other primary services, such as:
  - public transportation/special transportation
  - extra maintenance expenses
  - attendants and notetakers
  - interpreters
- Books, tools and equipment needed for training/employment
- Reader services
- Telecommunications, sensory and other technological aids and devices
- Assistance with home/vehicle/worksite modifications required for employment
- Job-seeking skills training to learn how to:
  - fill out a job application or develop a resume
  - handle job interviews successfully
  - develop other job-related skills
- Occupational licenses, tools, initial stocks and supplies for a small business
- Job placement and postemployment services necessary to regain or maintain suitable employment in integrated settings in the community
- Other goods and services which can assist persons with disabilities to become employed
- Referral to independent living services for:
  - peer counseling
  - housing assistance
  - training in independent living skills
  - advice on other benefits for individuals with disabilities
- Referral for assistance from other agencies, such as the:
  - Social Security Administration
  - Department of Social Services
  - Office of Mental Health
  - Office of Mental Retardation and Developmental Disabilities
  - Commission for the Blind and Visually Handicapped
  - Veterans Administration

SERVICE HIGHLIGHTS

VESID has 15 District Offices, 4 Outstations and 7 Satellites throughout the State where, in State Fiscal Year 1989-1990:

- 74,121 Persons with disabilities received VESID services
- 9,422 Individuals with disabilities completed services and were placed in jobs, of which 6,566 were placed in a competitive setting
- 70% Of the persons who became employed as a result of VESID services entered the competitive labor market
- 15,946 School referred cases were assisted in the transition from school to work.

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PHILOSOPHY OF SERVICES

All services provided through VESID's various programs are predicated on a basic, consumer-centered philosophy. Components of this basic philosophy include:

1. VESID's services shall be provided with dignity and respect for individuals and their families; policies and procedures shall be clear, concise, readily available and implemented consistently throughout the State.

2. VESID's services leading to employment and employment itself shall be provided in the most integrated community-based setting that is available, and shall emphasize timely and appropriate transition among educational and vocational settings.

3. VESID shall encourage every consumer to be an active participant in establishing immediate and long-range educational and vocational goals and in choosing and pursuing strategies to achieve maximum career potential.

4. The individual and the family are primary sources of information about vocational aspirations, interests, abilities, and goals as well as eligibility and need for services.

5. VESID shall collect and require only that information directly relevant to eligibility and the educational/vocational goals of the individual.

6. VESID shall avoid duplicative assessments by using existing evaluations and relying upon information provided by other agencies to the fullest extent possible, and facilitate interagency cooperation in planning and implementing services.

VESID MANAGEMENT PRINCIPLES

Management principles guide VESID in the provision of quality vocational and educational services to individuals with disabilities. These principles have been established to address the quality and manner in which services are provided, and to set the goals of conscientious service delivery and consumer satisfaction.

1. RESPECT FOR THE DIGNITY OF INDIVIDUALS

VESID staff will convey respect for all individuals, whether consumers and their families, other staff and management members, consumer advocates, or providers of services.

2. CONSUMER RESPONSIVE

VESID will be responsive to the needs of individuals we serve and will consider these individuals and their families as partners in the service process.

3. COMMITMENT TO QUALITY SERVICES

VESID's primary goal is to provide timely and high quality vocational rehabilitation, independent living and educational services to all eligible individuals to enable them to work and live more independent, self-directed lives.

4. COMMITMENT TO LEADERSHIP

VESID management will clearly define and communicate the organization's mission to the general public, consumers and their families, all staff, other agencies, providers of service and public policymakers.

5. OPEN COMMUNICATION

VESID staff will support and encourage open and timely communication, respect differing perspectives, and consider suggestions based on their merits. VESID staff will follow through on all meetings, discussions and commitments with appropriate action and communication.

6. PARTICIPATORY PLANNING AND POLICY DEVELOPMENT

VESID will seek and value a broad range of knowledge and experiences in the planning and policy development processes of VESID. Policies and plans will be clear, unambiguous, widely disseminated and consistently applied.

7. APPROPRIATE OPERATING ENVIRONMENT

VESID will make every effort to ensure that the operating environment of VESID offices reflects the dignity and high esteem in which we hold our consumers and staff.

8. PROFESSIONALISM OF STAFF

VESID will hire, train and effectively employ the best qualified professionals and support staff who represent the cultural diversity of the persons we serve. Excellence, honesty, hard work, responsibility and teamwork will be valued and recognized.

9. ENCOURAGING INNOVATION

VESID will encourage initiative, creativity and flexibility to assure that its services and programs reflect new rehabilitation practices, technological advances, management techniques and other methods to better serve consumers.

PRIORITIES AND GOALS

VESID gathered information about the current needs of people with disabilities through a series of meetings in February of 1990 to develop priorities that will guide future initiatives and activities. Consumers, families, individuals representing other State agencies, rehabilitation facilities, schools, other professionals and interested parties participated in the meetings, as well as VESID central and district office staff. As a result of these meetings, the following priorities and goals were established.

PRIORITY: IMPROVED ACCESS TO SERVICES OF THE STATE EDUCATION DEPARTMENT

VESID will coordinate activities within the offices of the SED to ensure that persons with disabilities have access to the wide range of services that are available through the SED to all New York State residents.

GOAL: Develop a plan for ensuring access by persons with disabilities to all programs and services offered by the Department to the public at large by providing technical assistance to offices within the Department.

GOAL: Coordinate the development of a comprehensive training plan on issues related to individuals with disabilities for Department staff.

GOAL: Ensure the provision of appropriate instructional and support services for individuals with disabilities in elementary, secondary, and postsecondary educational systems.

PRIORITY: COORDINATION OF SERVICES WITH OTHER NEW YORK STATE AGENCIES

VESID will ensure that services provided by the SED for persons, of any age, with disabilities are coordinated with other New York State agencies and will be integrated, nonduplicative, comprehensive and designed to meet the needs of persons with disabilities in such a manner as to encourage their full and independent participation in society.

GOAL: Develop and implement recommendations of the State Interagency Council for Vocational Rehabilitation and Related Services which will result in a comprehensive and integrated service delivery system.

GOAL: Provide effective cross-systems training and technical assistance on State interagency planning and agreements, and assist in the development and implementation of local interagency agreements that reflect State level commitments.

GOAL: Develop a process and structure for monitoring the impact of statewide and local agreements on services to individuals with disabilities.

GOAL: Develop interagency linkages and cooperative relationships with the Workers' Compensation Board, the State Insurance Fund, the Federal Office of Workers' Compensation Program, private insurance carriers and self-insured employers.

PRIORITY: SUPPORTED EMPLOYMENT

VESID will have primary responsibility for the coordination of all supported employment programs in the State, and will increase integrated employment options for individuals with disabilities.

GOAL: Develop employment opportunities for people with disabilities through alliances with major companies and business associations.

GOAL: Provide technical assistance to businesses, industries, and other organizations that employ people with disabilities.

GOAL: Develop and implement an organizational structure and plan for coordinating business and industry outreach on a regional basis.

GOAL: Develop local integrated employment plans (including supported employment) which consider consumer needs, local resources and alliances with business and industry.

PRIORITY: INDEPENDENT LIVING

VESID will foster independent living by encouraging the expansion of resources in communities for individuals with disabilities.

GOAL: Ensure Independent Living Center programs are known to and utilized by other agencies serving persons with disabilities.

GOAL: Pursue funding which will increase centers' resources and expand centers' programming.

GOAL: Ensure centers' compliance with Federal and State reporting requirements, as well as develop appropriate standards and monitoring procedures.

GOAL: Develop improved referral systems, program linkages and cooperative relationships among Independent Living Centers, VESID District Offices and other agencies providing services to individuals with disabilities.

GOAL: Establish linkages with schools, colleges and universities so that students with disabilities may have access to services to develop independent living skills.

PRIORITY: IMPROVED ACCESS TO VESID SERVICES

VESID will review and improve the process by which individuals with disabilities avail themselves of the services offered by VESID.

GOAL: Reduce the amount of time it takes not only to determine a person's eligibility for VESID services, but also to implement plans for services.

GOAL: Provide services to previously unserved and underserved individuals, including injured workers, minorities with disabilities and emerging groups of individuals with disabilities in the most timely, quality and cost-effective manner possible.

GOAL: Identify potential sources of additional funds to increase access to programs and services for individuals with disabilities.

GOAL: Investigate and resolve complaints by consumers, their families or representatives regarding VESID services in a timely and effective manner.

GOAL: Develop appropriate educational programs for individuals with disabilities to successfully pursue secondary and post-secondary opportunities.

PRIORITY: IMPROVE PROGRAM AND FISCAL MANAGEMENT

VESID will develop fiscal management and contract procedures to improve program and financial management of office operations.

GOAL: Provide timely support services to the organizational units within VESID, including the coordination of contracts, the provision of an up-to-date proprietary vendor information system, and the development of a process for awarding requests for proposals (RFPs).

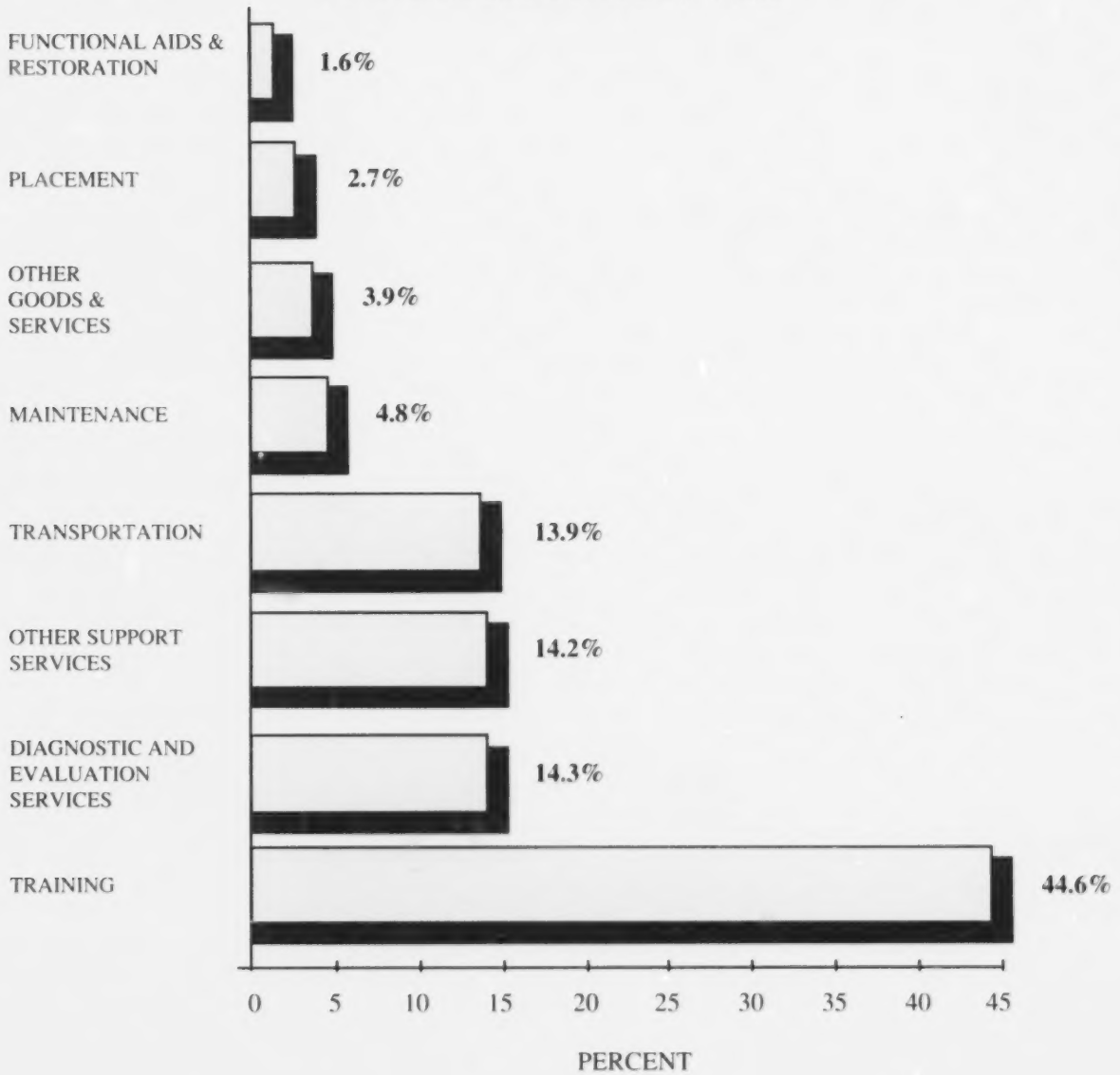
GOAL: Establish program and performance standards that adequately reflect the VESID mission and management principles.

GOAL: Develop appropriate administrative procedures to: monitor programs and services; ensure uniform application of goals through policy development and agreements; award funds through a request for proposal process and disseminate information in a uniform manner through training.

HIGHLIGHTS OF ACCOMPLISHMENTS

- The State Interagency Council for Vocational Rehabilitation and Related Services was established to coordinate services among the major State agencies serving individuals with disabilities.
- The Board of Regents adopted a comprehensive 10-point policy for linking services for individuals with disabilities as they transition from school programs into adult services.
- The Intra-Agency Council was established, consisting of representatives of all programmatic offices of the State Education Department to make all Department programs and services accessible to individuals with disabilities.
- A plan was developed to improve access to VESID services, highlighting the principles of providing services in a timely fashion, in the most integrated setting as possible, and involving the consumer in all decisions and actions.
- VESID was assigned the leadership role in coordinating and administering the provision of supported employment programs throughout New York State with the State agencies of the Office of Mental Retardation and Developmental Disabilities (OMRDD), the Office of Mental Health (OMH) and the Commission for the Blind and Visually Handicapped (CBVH).
- VESID and the Division of Substance Abuse Services (DSAS) assisted drug treatment staff in developing appropriate referrals to VESID. The functional criteria process assists VESID staff in determining whether an individual in a drug treatment program is eligible for VESID services.
- A process for investigating and resolving complaints or inquiries about VESID services from individuals with disabilities, their families or representatives was developed.
- VESID's economic need criteria were expanded and implemented so that individuals with disabilities will retain 15 percent more of their available resources.
- A plan to develop a standardized Statewide Case Review System was initiated.
- A newsletter, *Research Briefs*, was developed to disseminate current research findings to VESID staff and other interested individuals.
- In coordination with the State Education Department's Office of Continuing Education, a joint RFP was developed for Adult Centers for Comprehensive Education and Support Services (ACCESS) to improve, within the next three years, physical and programmatic accessibility for individuals with disabilities.
- *VESID Update*, a bimonthly newsletter, was created to describe VESID program highlights and initiatives to Education Department personnel, other government agencies and community organizations.
- The standards for Independent Living Centers were finalized.
- VESID was awarded Federal funding to support New York State's 35th Independent Living Center in Harlem.
- In cooperation with the Client Assistance Program (CAP), the system by which individuals with disabilities can request reviews of any decisions made by their counselors or other representatives of VESID was significantly improved.
- VESID established greater outreach efforts to match the employment needs of consumers of VESID services with the recruitment needs of available employers.

Vocational Rehabilitation Services Purchased With Basic Program Funds (Section 110 Funding) For Individuals Served By VESID



Examples of training include training at a rehabilitation facility, a business or trade school, or a college or university. Other support services include attendant care, interpreter services and on-site instruction provided in conjunction with another rehabilitation service. Other goods and services include such things as home modifications, vehicle modifications, and adaptive equipment.

ACCOMPLISHMENTS IN IMPROVING ACCESS TO VESID SERVICES

During the past year, VESID concentrated on methods to improve access to services offered to persons with disabilities. A plan was developed to improve access based on VESID's Philosophy of Services. The plan to improve access was designed to achieve three major objectives:

- Timeliness

  Consumers shall receive needed services as quickly as possible.

- Simplicity and Clarity

  The process of service delivery shall involve only the steps necessary to achieve the goals established for each consumer. VESID policies and procedures will be readily accessible and easily understood.

- Quality

  The services delivered to each consumer shall be of the highest quality. VESID staff will be trained and prepared to provide "state-of-the-art" expertise in the field of vocational rehabilitation.

Each District Office established an access committee, comprised of management, support, and professional staff, to identify local impediments to consumer access and to propose solutions. The committees completed an examination of their respective local office practices that might impede access to services.

The following have been accomplished to date:

- VESID redesigned its application procedures to reflect the mission and philosophy of the agency and the recommendations of the Interagency Council for Vocational Rehabilitation and Related Services. As a part of this process, all referral and intake forms were revised to eliminate duplicative or unnecessary informations and procedures. New policies were developed on intake, eligibility, disability assessment and planning for services to provide consistent application of VESID's philosophy across all offices. The policies direct counselors to use existing evaluations, including those performed by other agencies, wherever possible.
- A committee comprised of VESID staff with special expertise in the area of substance abuse, staff of DSAS and DSAS provider agencies developed uniform intake criteria to be used by both agencies.
- VESID brochures were revised so that consumers and providers will have current and accurate information about VESID's mission, services and eligibility requirements.

INTERAGENCY COORDINATION ACCOMPLISHMENTS

Interagency coordination plays a critical role in improving access to vocational training and employment opportunities for individuals with disabilities. One of the major priorities of VESID is to work with other State, Federal and voluntary agencies to provide effective services for individuals with disabilities.

VESID's continued involvement with other agencies creates a better understanding of the programs and services available through VESID. This interaction also improves access to resources available through other agency systems, and enables VESID staff to better meet the needs of individuals with disabilities.

Interagency coordination is implemented at the local level by District Office staff members representing the agency on a variety of boards and committees in the communities they serve. For example, District Office staff are members of boards or committees of agencies providing independent living services, mentoring programs for young adults with disabilities, Community Services Boards, Private Industry Councils, aging-out task forces in schools, placement consortiums, advocacy groups and professional organizations.

SPECIFIC AGENCY ACTIVITIES

The New York State Division of Veterans' Affairs

VESID and the Federal and State Veterans' Affairs offices coordinate and integrate services for veterans with disabilities. Joint delivery of

services is being negotiated with the Federal Department of Veterans' Affairs to expand the number of veterans with disabilities able to benefit from resources available to both agencies. One example of this is the participation of the Malone District Office in an outreach effort developed by the State Division of Veterans' Affairs at the Community Hospital in Elizabethtown, New York. This allows for the integration of medical, social, financial and vocational services at one location in this rural site.

In the Buffalo District Office, VESID counselors serve on the Board of Directors of the Western New York Veterans' Housing Coalition, providing technical expertise for services including multimillion dollar property renovations and housing for veterans, as well as persons who have disabilities or are homeless.

Department of Labor

VESID and the Department of Labor (DOL) are jointly addressing the needs of unemployed individuals with disabilities through five major activities which will improve the effectiveness of service delivery for individuals with disabilities:

- integration of VESID services with the Department of Labor's Community Service Centers;
- cross-agency training initiatives;
- job placement activities;
- job development and promotion activities; and
- meeting the needs of specialized populations including veterans, school-age youth, ex-offenders and substance abusers.

The DOL and VESID have colocated staff at several Community Service Centers established by DOL to improve services to individuals seeking jobs. This colocation enables VESID counseling staff to directly access DOL services including Job Bank Information. This direct access provides VESID with the ability to directly coordinate services provided at the centers for persons with disabilities and to expand integrated employment opportunities.

Division of Substance Abuse Services

VESID and the Division of Substance Abuse Services (DSAS) developed functional criteria to determine when an individual in a drug treatment program is ready for referral to VESID. The criteria will enable VESID to receive more appropriate referrals from drug treatment programs, to be more responsive to the needs of substance abusers and to provide the necessary vocational assistance to prepare them for employment.

VESID worked with the SED's Office of Continuing Education and DSAS to coordinate remedial education services to individuals under the auspices of DSAS. In addition, VESID and the SED's Office for Education of Children with Handicapping Conditions coordinated a Departmentwide effort to delineate responsibilities for educational services to students receiving services through DSAS and the Division of Alcoholism and Alcohol Abuse.

Department of Civil Service

VESID and the Department of Civil Service (DCS) are working together to insure that State workers who are injured on the job receive services to return to a job as quickly as possible.

VESID's main interaction with injured State employees is through the Rehabilitation Management Services (RMS) Program. VESID counseling staff of this program provide the expertise necessary to assess the injured workers' transferable knowledge, skills and abilities, as well as to assist in job placements and other rehabilitation activities based on individual needs. RMS staff continue to work with DCS, the Office of Mental Retardation and Developmental Disabilities (OMRDD) and the Office of Mental Health (OMH) to provide services to injured State employees at the psychiatric and developmental centers on Long Island.

The State Division of Parole and the Department of Correctional Services

District Office staff work with local Parole and the Department of Correctional Services (DOCS) staff to identify those individuals who are eligible for VESID services and are in a community-based offender program. This process assists in the return to their community of residence.

VESID developed an ex-offender pilot program with the Division of Parole at the Wende Correctional Facility. The program provides a vocation-

al component for the return of ex-offenders with mental retardation to the community as part of the prerelease planning process. This interagency program ensures that vocational needs and preparation are a key component of the overall preparation for successful rehabilitation in the individual's home community. When these individuals return to their community, planning between agencies continues.

VESID staff from the Albany District Office developed a referral system with the Mt. McGregor Correctional Facility to more efficiently serve inmates with disabilities who are released into the area. These experiences will be used in the development of a statewide interagency system for better preparing offenders in the DOC's Special Needs Units to successfully return to the community.

New York City Department of Corrections and Division of Substance Abuse Services

VESID, the New York City Department of Corrections (DOC) and New York State DSAS are developing methods to improve access to services that will provide alternatives to incarceration for those individuals who have a drug-related disability and involvement with the criminal justice system.

Department of Health

VESID serves as a member of the Department of Health's New York State Head Injury Coordinating Council. The Council is charged with the development of a comprehensive service delivery system for persons reentering the community after suffering a traumatic brain injury. VESID has provided expertise in developing necessary vocational components as part of this comprehensive service delivery system, with emphasis on community reentry programs.

INTERAGENCY COUNCIL FOR VOCATIONAL REHABILITATION AND RELATED SERVICES

As a result of a Memorandum of Agreement between Governor Mario Cuomo and Chancellor Martin Barell, acting on behalf of the Board of Regents, the State Interagency Council for Vocational Rehabilitation and Related Services was established in July 1989 to coordinate services among the major State agencies.

VESID has played a primary role in the many activities initiated through the Interagency Council. The Council issued a preliminary report in January of 1990 that focused on improving access to vocational rehabilitation and related services through a streamlined and better coordinated eligibility and intake process. The recommendations of the preliminary report of the Council were supported by the Governor and the Board of Regents. Subsequent activities of the Council focused on immediate and long-term improvements to the system of services for people with disabilities.

In October 1990, the Interagency Council approved a series of far-reaching recommendations that are directed at improving access to vocational rehabilitation and related services for individuals with disabilities in New York State. The recommendations were developed by the Council's Implementation Committee, which is one of two committees that were established by the Council to address the findings in the Council's January 1990 preliminary report. The Implementation Committee addressed improvements that could be made in the near term, while the Council's Long-Term Agenda Committee considered issues that must be addressed in the future. The Implementation Committee considered ways to streamline the eligibility and intake processes, supported and sheltered employment programs and cross-agency training. The recommendations of the Implementation Committee are summarized below.

The Intake and Referral Process

The Council adopted Committee recommendations that are aimed at streamlining agency eligibility and intake procedures to allow individuals to enter the system faster. These include:

- the use of an interagency referral form;
- development of functional criteria to facilitate appropriate referrals;
- expanded use of Interim Eligibility by VESID;

- updating and refining State agency manuals and practices; and
- reciprocal acceptance of disability determination, wherever possible.

Cross-Systems Training

The Council also agreed that State agencies will coordinate cross-systems training efforts, which will focus on accomplishing the following three goals:

- to conduct statewide training to enhance the awareness of services provided by each State agency;
- to develop and implement cross-systems training initiatives on issues of mutual concern, including eligibility and intake procedures; and
- to collect and disseminate information on agency training activities related to vocational rehabilitation and related services.

Consumers will be involved in the training and curriculum development. The target audience will consist of staff from State agencies as well as providers and the general public.

Supported and Sheltered Employment

The Committee deliberations on supported and sheltered employment focused on three major areas: the establishment of basic principles and operating guidelines; the funding of supported employment services; and the staffing of supported employment services.

Principles and Operating Guidelines

Based upon Committee recommendations, the Council adopted a report entitled, "Principles and Operating Guidelines for Vocational Rehabilitation Services and Employment for Persons with Disabilities." The basic principles of the report are presented below.

1. Work is a valued activity, both for individuals and society.
2. All persons with disabilities are assumed to be capable of engaging in productive work and should have the opportunity to do so.
3. Government should encourage people with disabilities to work in the most integrated setting possible in accordance with their needs and abilities.
4. Work should help each person with a disability meet personal growth, social and financial needs.
5. Government, business, industry and organized labor should support and fund those services necessary to facilitate the ability of persons with disabilities to work.
6. Regulations and monitoring should reflect and promote the above work-related principles.

Funding of Supported Employment Services

The Council agreed upon a series of immediate actions related to funding of supported employment, and also indicated long-range actions that were necessary. Immediate actions include:

- development of a statewide policy on integrated employment;
- identification of appropriate methods and levels of funding for integrated employment opportunities;
- development of consistent roles, responsibilities and definitions;
- development of consistent standards for services and staffing; and
- determination of the role of supported employment for children with handicapping conditions.

In addition, the Council recognized that there are activities which are deemed important to the successful establishment of a statewide integrated employment system. These actions include: establishment of a State-level Federal agenda related to the delivery of vocational rehabilitation and related services; removal of disincentives to integrated employment; and increasing involvement with business, industry and labor.

Staffing of Supported Employment Services

Among the factors necessary for continued successful supported employment programs are the availability and skills of the trained job coach. Recruitment, retention and training of job coaches are three areas that have been identified and need to be addressed in order to enhance supported employment services.

SUPPORTED EMPLOYMENT ACCOMPLISHMENTS

Statewide Initiatives:

A major goal of VESID is to increase integrated employment opportunities for individuals with severe disabilities who would otherwise not work in the competitive labor market. VESID has been charged with coordinating efforts in this area among the State agencies of OMRDD, OMH and CBVH. In addition, VESID, at the direction of the Governor and the Board of Regents, has assumed primary responsibility for administration of the intensive phase of supported employment programs in New York State.

VESID funds and provides technical assistance to an extensive network of supported employment programs across New York State that provide intensive job skills training for individuals with severe disabilities. In addition, VESID also has responsibility for the ongoing support services that are necessary to maintain individuals who are not eligible for services from OMRDD or OMH.

During the past year, VESID coordinated the statewide implementation of supported employment initiatives through the following activities:

- Standardization of fiscal and programmatic reporting forms and procedures;

- Expansion of programs through a statewide interagency Request for Proposals (RFPs) process;
- Development of procedures for interagency program and budget planning;
- Development and provision of direct training and technical assistance for providers and professional staff from VESID, OMRDD, and CBVH;
- Development and implementation of a plan for how supported employment will become an integral part of VESID's array of services by integrating the responsibilities for supported employment across VESID offices; and
- Initiation of efforts with the OMH for the integration of specialized OMH programs with VESID.

A Request for Proposals was prepared that provides funds for the continuation and expansion of existing supported employment programs as well as the establishment of new programs. Aspects of the RFP provide for program development and training activities for existing programs to improve services for individuals with disabilities in supported employment settings.

VESID has initiated activities with OMRDD towards development of one central database system for supported work programs. When completed, a central, nonduplicative reporting

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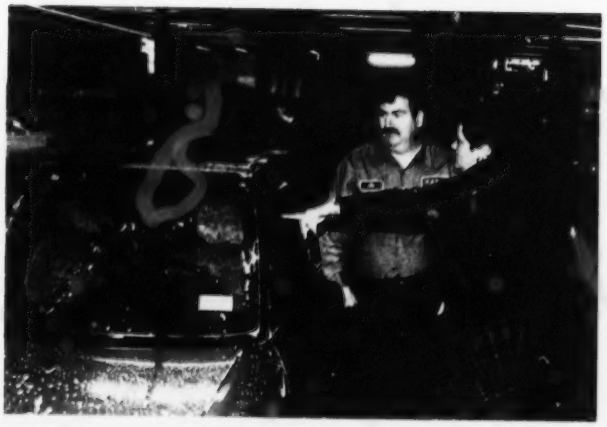

system across agencies will be developed to track individuals within supported work programs.

These activities will lead to an interagency system for the provision of supported employment services to individuals with severe disabilities across New York State. These efforts should result in approximately 3,000 individuals being placed into supported employment during 1990-91, and will help meet VESID's objective to provide integrated employment opportunities in the community. This program will serve as one of the major options for those individuals with severe disabilities who have had limited work opportunities in the past.

District Office Initiatives:

The VESID District Offices have been involved in the implementation of the statewide directions concerning supported employment. The following represent examples of localized programs:

- The Syracuse District Office expanded the summer job coach support program to every county within its catchment area. The program guidelines were expanded to include an increased number of students, as well as a larger number of students with multiple disabilities.
- The Hauppauge District Office worked very closely with the Suffolk Child Development Center to provide services to autistic young adults who were aging out of their high school programs. This unique program continues to provide individual job coaches to these individuals with severe disabilities.
- The Binghamton District Office initiated supported employment programs in a large rural county (Steuben). This program is supported by grants through VESID and OMRDD, with a goal of placing 25 individuals in supported employment settings.
- The Rochester District Office provided five supported employment grants in the Rochester area, including grants to serve deaf and Hispanic consumers. One of the grants created a service link among the Seneca Association for Retarded Citizens (ARC), Finger Lakes BOCES and VESID to assist youth in transitioning from school to work.

ACCOMPLISHMENTS IN FOSTERING INDEPENDENT LIVING

Independent Living Centers assist individuals with disabilities obtain a greater degree of independence within their community. In New York, VESID provides funding to 35 centers located in urban, suburban, and rural areas of the State. These centers are private, not-for-profit, nonresidential, community based, consumer controlled agencies. According to law, the Board of Directors must be comprised of a minimum of 51 percent persons with disabilities.

Direct services are provided to persons with disabilities as well as family members and significant others, and may include personal and peer counseling, housing assistance, information and referral, advocacy, benefits advisement, transportation, independent living skills training and other services as needed. In addition to providing direct services, centers advocate for the elimination of architectural and programmatic barriers within their communities.

During the past year, VESID provided technical support services to the independent living centers focusing on funding, expanding services, planning, monitoring and training.

- VESID's request for additional State funding for independent living centers was included in

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the State budget. For the first time in several years, the independent living centers received a seven percent increase in State funding.

- Efforts were increased to expand independent living services to minority persons with disabilities. VESID expanded the representation of minority persons on the State Independent Living Council and worked closely with a consumer group to design the Harlem Independent Living Center, which was awarded Federal funding in September 1990.
- In conjunction with the State Independent Living Council, standards for centers and a technical assistance manual were developed and issued to centers.
- A transportation feasibility study was developed for individuals with disabilities living in two rural counties (Otsego and Delaware). The study is a collaborative effort by VESID and the Southern Tier Independent Living Center to identify individualized plans for transportation so that consumers can access services from both VESID and the Center.
- The VESID Centers Unit surveyed independent living center executive directors, board members and staff to determine their respective needs for training. A comprehensive training program will be implemented during the next year to meet their needs.
- VESID has intensified its efforts to promote independent living concepts throughout the programs that are under the auspices of the SED. This direction includes efforts to enhance the ability of individuals with disabilities to live as independently as possible through school-to-work transition programs, integrated employment settings and the use of technology where appropriate.

ACCOMPLISHMENTS IN INTRA-AGENCY COORDINATION

The Intra-Agency Council was established by Commissioner Sobol in September 1989, and is chaired by the Deputy Commissioner of VESID. The Council is charged with developing and implementing a plan to ensure that all State Education Department programs and services are both physically and programmatically accessible to individuals with disabilities, regardless of the individual's age, minority status or disability. The Council consists of representatives of the Offices of the Commissioner of Education, Cultural Education, Elementary, Middle and Secondary Education, Vocational and Educational Services for Individuals with Disabilities, School Improvement and Support, Higher and Continuing Education and the Professions.

The Intra-Agency Council began by collecting data on current practices and drafted a plan to remove barriers that were identified. As a result of collecting the data and developing this plan, a number of barriers to accessibility have been removed.

Conference Accessibility

In April 1990, Commissioner Sobol issued a memorandum to all Department staff requiring all offices within the Department to routinely and consistently consider the accessibility and special accommodation needs of individuals with disabilities when scheduling conferences or meetings.

ACCESS/CASSET Centers

The Office of Higher and Continuing Education and VESID are working together to assist all Adult Centers for Comprehensive Education and Support Services (ACCESS) and Counseling, Assessment and Support Services for Education and Training (CASSET) sites to become accessible to individuals with disabilities within three years. ACCESS and CASSET Centers, operating in school districts, BOCES and colleges, are full-service education centers that provide a complete range of basic education, life skills, occupational education programs and support services to adults (assessment, counseling, case management and on-site child care) at a single, centralized location.

Training for Supervisors of Employees with Disabilities

The Intra-Agency Council, in cooperation with the Department of Civil Service, has arranged to provide training to all Department staff with supervisory responsibilities on the topic: *Train-*

ing for Supervisors on Working with Employees with Disabilities.

1990 Census

Through the public libraries, the New York City Mayor's Office, VESID District Offices and the Special Education Training and Resource Centers (SETRCs), VESID and the Office for Education of Children with Handicapping Conditions (OECHC) distributed 10,000 brochures designed specifically for individuals with disabilities to encourage their participation in the Census, and to identify local sites where assistance was provided in completing the Census forms.

Regents College Degree Program

VESID and the Regents College are working to increase access for individuals with disabilities to the postsecondary opportunities provided by this alternative college program. Activities designed to increase awareness of this program for such individuals will also be undertaken.

Specialized Equipment and Furniture Policy

The Department policy and procedures on acquiring specialized equipment and furniture for employees with disabilities were revised to ensure that such equipment is available in a timely manner for employees and that supervisors are aware of the procedures.

Alternative Testing Modifications on Professional Licensing Examinations

The Office of the Professions is developing guidelines for the use of alternative testing modifications for individuals with disabilities during examinations. These procedures will include specific responsibilities of Office staff, a resource database and candidate appeal procedures. In addition, a dissemination plan is being developed to inform the public higher education institutions, secondary schools, Committees on Special Education, school district administrators, guidance counselors, parents of students with disabilities and other interested persons of the accessibility of the Office's programs and examinations for individuals with disabilities.

Accessibility to the Professions

The Office of the Professions is developing a database of individuals with disabilities who have requested alternative testing modifications on professional licensing examinations. This database will be shared with other offices within the Department which provide testing services or services to individuals with disabilities.

The Office of Teaching, through its Request for Proposals for the development of new tests and assessments, will specifically mandate that test forms are developed to meet the needs of individuals with visual and other impairments.

LINKING VOCATIONAL AND EDUCATIONAL SERVICES

VESID is actively working towards linking services for individuals with disabilities to other segments of the educational system, including schools, colleges, libraries, museums and adult education programs.

In June 1990, the Board of Regents adopted 10 comprehensive policies for linking services for individuals with disabilities as they transition from school programs into adult services. These policies include directions for:

- coordination of databases;
- the role of the Committees for Special Education;
- clearinghouse mechanisms;

- transitional planning;
- vocational assessment;
- college and university programs;
- educational interagency councils;
- adult and continuing education;
- occupational education; and
- preparation for employment.

These responsibilities were accomplished in a number of ways during the year:

- VESID conducted meetings across the State to gain input on policies concerning linking services for individuals with disabilities. Comments were received from over 6,000 individuals that highlighted issues to be included in the State Education Department's policies. A final proposal was developed that highlighted the need for new or revised regulations, policies, guidelines to carry out linkages, or activities necessary to successfully initiate linkages. This proposal was the basis for the Board of Regents June policy statement.
- A Plenary Institute was conducted in conjunction with OECHC entitled, "Access to College Programs, and Services to Students with Disabilities." Seventy participants representing 40 different institutions of higher education attended, including the State University of New York, City University of New York and independent two-year and four-year colleges.
- VESID is working with the Northern Westchester BOCES Consortium Business and Steering Committees to improve corporate involvement in educational and vocational programming for students and to improve job prospects for students with disabilities.
- The Bronx District Office participated in the Second Annual Symposium, "School and Business Working Together." The office developed cooperative working relationships with schools which have resulted in more timely and effective services to students with disabilities.
- In the Rochester area, a team consisting of representatives from Occupational Education, Special Education and VESID, under the Cooperative Services Grant, assisted students in transitioning from school to work. All appropriate special education students are now referred to community programs by a VESID counselor.
- In Buffalo, a University Leadership Institute was conducted, bringing faculty from preservice college and university programs for special educators and vocational rehabilitation counselors together for the first time to discuss issues pertaining to delivery of education and rehabilitation services for individuals with disabilities. Educators from across the State attended and provided information and feedback to one another on ways to enhance and improve education and service delivery programs.
- VESID is working with the New York City Board of Education, New York City school districts, New York City high schools, OECHC, and New York Working to improve the linkage of services among these programs and agencies. A formal working paper is being developed.
- A Vocational Focus Group has been established to ensure the implementation of transitional activities in New York City. This focus group consists of members of the Board of Regents, Executive Director of Special Education in New York City, New York City Director of the Division of High Schools, New York City Superintendent of Citywide Schools, Assistant Commissioner of VESID, Director of Program Development of OECHC, and Executive Director of New York Working.

ACCOMPLISHMENTS IN IMPROVING PROGRAM AND FISCAL ADMINISTRATION

To respond to the expanded mission of VESID, the administrative structure was reorganized and new operating procedures and guidelines were developed. Administrative procedures were reviewed and initiatives were established concerning quality assurance, service review, contracting, research, planning and policy development.

Quality Assurance - Program Monitoring

In order to ensure consistent application of Federal and State laws, regulations and policies, the following major activities were accomplished in the past year:

- A monitoring protocol was developed for individuals in long-term employment in sheltered workshops. The protocol establishes whether consumers are evaluated annually to determine if they are placed in the most integrated work setting. VESID will use this protocol to conduct site visits to 20 facilities during the upcoming year. These visits, combined with a revised quarterly reporting system on individuals in long-term sheltered employment, provide VESID with a comprehensive vehicle for monitoring individuals in sheltered employment.
- A monitoring protocol was also developed for reviewing Independent Living Centers. The review will verify information reported to VESID, and will determine if State and Federal laws and regulations are being met. It is anticipated that 12 centers will be reviewed in the next year.

Quality Assurance - Service Review

The Service Review Unit assists consumers who have questions about or problems with the services available from VESID. Over the past 12 months, these milestones were accomplished:

- A process was developed for investigating and resolving complaints or inquiries about VESID services from individuals, their families or representatives. The process was designed to respond quickly to the concerns of consumers and to ensure that quality services are being provided. This process also ensures that services are being provided in accordance with VESID policy as well as Federal and State regulations on a consistent basis throughout the State. By July 1, 1990, 72 complaints and inquiries had been resolved.
- A standardized Statewide Case Review System was developed. A work group consisting of District Office and Central Office staff was convened to design a case review system that will be implemented by all the District Offices in a consistent manner.

Contracts

Contract development and management allows for the timely, accurate and efficient authorization and payment of services to high volume providers and grantees. A number of improvements were accomplished in the past year, including:

- The State budget provided increased resources for rehabilitation facility contract rates. This will result in improved quality and efficiency of services.
- The contractual process was modified for rehabilitation agencies delivering services to VESID consumers. Minimum levels of utilization required to meet the contractual obligations were significantly modified to allow facilities more flexibility, while assuring that VESID fully utilizes contractual levels. During the upcoming year, VESID will redefine standards for services delivered under these contracts.
- Multiyear contracts were developed and executed for the majority of services purchased by VESID from not-for-profit organizations. This greatly simplifies the annual renewal process, ensuring cash flow to service providers and reducing service delays.

Research

In order to keep VESID staff and others serving individuals with disabilities current on new advances in the rehabilitation field, studies and critical literature reviews were conducted. During the past year, the following activities resulted in improving the professional knowledge and expertise of the staff:

- A newsletter entitled *Research Briefs* was developed as a mechanism to disseminate current research findings to VESID staff. This newsletter provides concise summaries of research findings from articles on specific topics related to VESID priorities. Topics include studies on integrated employment, success in the workplace, independent living and technology.
- The newsletter is supported by the EPSIS/VESID Library Resource Center (LRC) which houses vocational rehabilitation information, conducts on-line information database

searches, disseminates current information on vocational education service models, research, theory, and practices, and responds to requests for information from the entire staff of VESID.

- Major research studies are being conducted by VESID on services provided by other nations in regard to policy, procedures, employment initiatives and life transition programs for individuals with disabilities; time-in-status by disability and referral source; and the identification of best practices for access to services by minority consumers.

Planning

In conducting planning activities, VESID anticipates future needs of individuals with disabilities and allocates resources to meet those needs. Accomplishments during the past year include:

- Requests for Proposals for Supported Employment for the 1990 State budget cycle, Medical Consultants and Interpreter Referral Services were developed and disseminated.
- Grant proposals were submitted for the Continuation Proposal Grant for Training and the Harlem Independent Living Center Grant Application.
- The Supported Employment Grant for Statewide Systems Change and the Fellowship Program for Individuals with Disabilities were submitted.
- The 1991 State Plan for Independent Living and the 1991 State Plan for Vocational Rehabilitation and Supported Employment were developed and approved by the Board of Regents. Both plans are required to be updated annually by the Federal Rehabilitation Services Administration.
- The Operational Plan for VESID was developed as an internal document to coordinate the activities of VESID staff and services.

Policy Development

In the past year, VESID focused on making the parameters for VESID services more consumer oriented. In order to accomplish this objective, the following activities were achieved:

- The 1990 State budget included a modest increase for expanding the economic need criteria for determining consumers' participation in the cost of certain services. Policy changes were developed that will apply equitably to all individuals in similar circumstances. As a result of these changes, consumers will retain 15 percent more of their available resources, will be required to produce less documentation and will be able to more easily understand the process for making their economic need determinations.
- With the cooperation of the statewide Coordinator of the Client Assistance Program (CAP), VESID significantly simplified the system by which consumers can request reviews of any decisions made by their counselors or other representatives of VESID. All District Office staff, some representatives of CAP and current and new hearing officers were trained concerning the changes.
- The needs of persons with disabilities were represented in the development of a major Regents policy paper entitled, "The Role of Education in Developing New York State's Workforce for the 21st Century." This paper will guide work force preparation initiatives of all of SED in the future.
- The Board of Regents is in the process of establishing an independent *Select Commission on Disability* to identify and explore the major issues affecting individuals with disabilities in the areas of education, research and services. The Commission will be made up of prominent individuals who have distinguished themselves in both their professions and in the broader community. Commission members, in conjunction with the Nelson A. Rockefeller Institute of Government of the State University of New York, will make recommendations for policy changes and for activities necessary to help plan, develop and implement these changes, impacting education and rehabilitation agencies and cultural institutions throughout the Nation.

Office Automation

The automation of the District Offices and the Central Office will reduce the time and effort required to document and administer the deliv-

ery of services by VESID. The installation of automation for support staff at all District Offices was completed. This equipment created greater efficiency in operations such as data access and word processing which greatly improved services to consumers.

ACCOMPLISHMENTS IN BUSINESS AND INDUSTRY OUTREACH

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VESID has joined with key employment leaders to develop expanded career opportunities for people with disabilities. VESID is attempting to match the employment needs of individuals with disabilities with the recruitment needs of the available employers. This will create an environment where employers, with the technical assistance provided by VESID, will be able to offer integrated employment options for people with disabilities.

Four initiatives this year have been with the Greater New York Automobile Dealers Association, the New York State American Federation of Labor Congress of Industrial Organizations (AFL-CIO), Pizza Hut and the New York State Hospitality and Tourism Association.

- The Greater New York Automobile Dealers Association (GNYADA) comprises 475 dealerships in the greater New York City metropolitan area. More than 20,000 people are currently employed by GNYADA member dealers, who sell more than 530,000 new cars annually and earn more than nine billion dollars in annual sales. GNYADA and VESID have implemented a pilot job bank and referral service involving three VESID District Offices and member automobile dealers on Long Island and in Westchester County.

  Successful job placements have been made within Westchester County, matching skills of consumers with the labor market needs of several automobile dealerships. In addition to this agreement, VESID has developed joint program development with other agencies and systems, e.g., rehabilitation facilities, Developmental Disabilities Services offices, and DSAS, which resulted in an increased number of integrated employment options for consumers in Rockland and Westchester Counties.

- An alliance was created between VESID and the NYS AFL-CIO to increase the number of people with disabilities employed in union jobs in New York State.

  The expected outcomes from this alliance are:

  - significantly improved employment opportunities for people with disabilities in better paying jobs;
  - equitable opportunity for advancement and improved health benefits through union negotiated contracts;
  - the creation of work study employment opportunities for students with disabilities or opportunities for them to transition into full-time employment with union membership or apprenticeship upon completion of their school program; and
  - improved access to the services available through VESID for present AFL-CIO members and their families.

  The New York State AFL-CIO Office of the State Federation will serve as the hub for coordinating the participation of union locals and district labor councils throughout New York State. The NYS AFL-CIO, representing more than 2.3 million members, is a voluntary federation of more than 3,000 local unions and intermediate units.

- VESID and Pizza Hut have signed a Memorandum of Agreement to create supported employment job opportunities for individuals with severe disabilities through Pizza Hut's national "JOBS PLUS" program. The program will operate in restaurants and delivery units owned and operated by Pizza Hut in New York State.

- An alliance has been created between VESID and the New York State Hospitality and Tourism Association (NYSH&TA) that will result in new employment opportunities for people with disabilities in the hospitality and tourism industries. VESID will provide technical assistance that will assist the members' organizations to identify and hire qualified workers with disabilities. There are presently 905 member companies in NYSH&TA, and approximately 700,000 individuals employed in this industry in New York State.

Additionally, an alliance between VESID and the New York State Restaurant Association (NYSRA) is being negotiated. The goals of this alliance are:

- to create new employment opportunities for people with disabilities in the restaurant industry;

- to provide the member organizations of the NYSRA with cost-free screening and recruitment services; and
- to provide technical assistance that will help them better respond to the needs of people with disabilities as consumers.

TRAINING

Training is provided by VESID to staff and related organizations to meet the needs of persons with disabilities throughout New York State.

VESID brochures have been revised to highlight its expanded mission and changing role. A publications plan was completed which, for the first time, has defined a system for publications development, approval and dissemination throughout the agency. Also, a revamped VESID newsletter, entitled *Update*, was designed and is distributed bimonthly to 2,500 individuals statewide.

The supported employment training program was developed and implemented for all District Offices during the Summer of 1990. The purpose of this program was to present current information on supported employment in keeping with the integrated employment directions in New York State.

The development of the Social Security Benefits and Work Incentives training package was completed, and the training program was conducted for District Office staff, independent living center staff and other interested individuals during the Fall of 1990. The content consisted of an in-depth look at the effect of work on an individual's social security benefits, and provided counseling staff with information which can be transferred to consumers of VESID services. Subsequent benefits training has been scheduled during the year to include Medicare, Medicaid, welfare, and financial assistance for study in higher education.

Development of training for the implementation of the Americans with Disabilities Act (ADA) will be provided for presentation to VESID staff. The package will be developed so that it is easily transferable as a training module for interested individuals in business and industry. The ADA package will provide factual information regarding the Act, and will also enable the audience to plan for the future development by the Federal government of the regulations and requirements contained in the Act.

Training was conducted for District Offices on the new computerized forms that were developed by SED's Division of Electronic Data Processing. Each office will have the capability of producing a fully automated IWRP and eligibility certificate for consumers of VESID services. This automation package will save clerical staff in District Offices innumerable hours that had been previously necessary to produce this information manually.

VESID has begun development of a training handbook on working with individuals with disabilities in the workplace. This handbook will be used to inform business and industry about the abilities and needs of employees with disabilities. This handbook will be an educational tool for supervisors and employees, as well as a mechanism for the development of training programs.

During 1990-91, training will be provided to Independent Living Centers concerning issues that have been identified as priorities. Additional training programs are being developed for teaching adult students with disabilities, working with employees with disabilities, and integrated employment.

OUTREACH TO UNDERSERVED POPULATIONS

VESID has undertaken or participated in a number of significant initiatives to improve services for underserved and underrepresented groups of individuals with disabilities.

One such initiative has been the establishment of a Committee on the Underserved under the auspices of the Interagency Council for Vocational Rehabilitation and Related Services. The Committee, comprised of representatives from

State agencies involved in the provision of services to individuals with disabilities, conducted a comprehensive review of data describing the underserved population in New York State, with specific emphasis on women, ethnic minorities and Vietnam Era veterans. The outcome of the Committee's efforts is documented in a report to the Interagency Council which serves as a blueprint for improving services through specific agency initiatives.

During Federal Fiscal Year 1990, VESID continued its support of and participation in the Office of Mental Retardation and Developmental Disabilities (OMRDD) and the Developmental Disabilities Planning Council's (DDPC) "Beyond Barriers" forum. This annual forum provides an opportunity for participating agencies to explore solutions to problems faced by minority individuals with disabilities through the involvement of minority family members, consumers, advocates, service providers (public and private), State legislators and significant others. "Beyond Barriers" provided valuable feedback to VESID and other State agencies regarding unique access and service delivery considerations to enhance and improve services to ethnic minority individuals with disabilities.

VESID has been involved in the development of programs by the DDPC through liaison representation on the Minority Services Subcommittee of the DDPC. This subcommittee targets services to minority individuals who have developmental disabilities.

VESID submitted a grant to the Office of Special Education and Rehabilitative Services (OSERS), which was subsequently approved, that will provide funding for the establishment of an independent living center in Harlem, New York City. This center will serve a community predominantly made up of racial/ethnic minorities. The effort involved in preparing the grant brought many key Harlem community leaders together to identify needs and to plan a program to address those needs. The Harlem Independent Living Center is significant in that it represents the first "grass-roots" initiated center in the State that will focus on such minorities.

VESID staff also serve as representatives on the New York Task Force for the Collaborative Model of the Howard University Research and Training Center on Employment and Economic Opportunity. Linkage with this OSERS-funded research and training center has provided VESID an opportunity to remain abreast of state-of-the-art research related to minorities. Additionally, current information regarding successful innovative programs for minority individuals with disabilities in other states has provided VESID new insights on this topic. This linkage continues to stimulate research at Harlem Hospital concerning underserved and under-represented groups of individuals with disabilities.

Many of the VESID District Offices target local activities in an attempt to meet the needs of individuals with disabilities who may not have been previously served by VESID. For example, the Bronx District Office participates on the Coordinating Board for the Developmentally Disabled Offender and the Bronx Borough President's Advisory Committee on the Disabled, to determine the needs of individuals with disabilities who are not traditionally served by existing agencies.

The White Plains District Office organized a training program for Rockland and Westchester Counties' vocational rehabilitation service providers funded through a grant from the New York State Joint Labor/Management Committee on AIDS (Council 82, CSEA, GOER, PEF). The workshop, "AIDS and Vocational Rehabilitation, Legal, Medical, Psychosocial Issues," included presenters with recognized expertise in the research and treatment of persons who are HIV positive.

Technical support was provided to the Commissioner's Affirmative Action program through the development of a successfully funded cultural diversity training grant from the Governor's Office of Employee Relations. This program will benefit VESID staff through the enhancement of knowledge and understanding of the culturally diverse population of individuals which VESID serves.

Outreach efforts have continued to provide assistance to individuals who are deaf and hard of hearing. Rehabilitation Counselors for the Deaf (RCDs), both upstate and downstate, coordinate services for consumers who are deaf,

allow dialogue with vendors, meet new vendors and brainstorm issues related to deafness. This exchange provides the RCDs with a forum for sharing experiences and expertise related to the many needs of VESID consumers.

Further outreach activities included the VESID/4201 Linkages Conference which was held at the Rochester School for the Deaf, Rochester, New York. The conference focused on transitioning students who are deaf into appropriate adult services programs. The conference generated input from the participants that will provide both VESID and the specialized schools with excellent feedback for future transitioning of students into appropriate adult services.

SOCIAL SECURITY PROGRAMS

The Social Security Administration (SSA) provides benefits to individuals with severe disabilities under two programs - Title II, Social Security Disability Insurance (SSDI) and Title XVI, Supplemental Security Income (SSI). State vocational rehabilitation agencies have been designated to provide services to Social Security recipients that will assist them in finding gainful employment.

VESID is committed to providing Social Security recipients educational and vocational services so that they obtain employment that will suit their individual needs. VESID is reimbursed by the SSA for those funds expended when recipients become gainfully employed. The level of reimbursement has increased substantially each year. In a review of vocational rehabilitation agencies nationwide, VESID's efforts were identified as exemplary by the Department of Health and Human Services, Office of the Inspector General. In order to more efficiently process claims and secure reimbursement from the SSA, VESID designed a system to recover previously unclaimed maintenance expenditures, with an expected increase in reimbursement of $150,000 annually. VESID has initiated a major review of the claims reconciliation process, which will lead to an increase in revenues by more than $100,000 annually.

VESID is testing its Rehabilitation Management Services Workers' Compensation Model with SSDI Beneficiaries. Through a grant from SSA, VESID will provide intensive, direct services to SSDI beneficiaries to increase opportunities for this population to return to competitive employment as quickly as possible.

Additionally, an automated screening system was developed to provide a state-of-the-art expert system to quickly determine appropriate referral to VESID services. This automated system, funded through a SSA grant, was a topic of a published research paper that was presented and reviewed by major corporate and university research experts. This system has the potential to be used as a model by SSA for nationwide implementation.

New screening operation units were established at the Brooklyn, Queens and Albany Regional Offices of the New York State Department of Social Services, Office of Disability Determinations. These new units have resulted in an increase of 6,000 allowed disability cases being screened for VESID services.

Individuals who have a disability caused by substance abuse can qualify for SSI benefits, if they enroll in a drug treatment program. SSA contracts with VESID to monitor the progress of these individuals as well as to assist them in obtaining gainful employment so that they will no longer need SSI benefits. VESID has developed custom software for this project, and will be expanding its emphasis from 250 cases to 1,500 cases with a budget of almost one-half million dollars.

REHABILITATION MANAGEMENT SERVICES

The purpose of VESID's Rehabilitation Management Services (RMS) Program, previously entitled the Special Workers' Compensation Program, is to serve the unique needs of the injured worker. The program is designed to provide quality rehabilitation services in the most timely and cost-effective manner possible to assist the

injured employees in rapidly returning to work.

The goals established for the program are:

1. to serve previously underserved or unserved persons who have been injured at work; and
2. to establish an innovative model of service to the injured worker by providing rapid and intensive rehabilitation services (vocational and medical).

Program Overview

Since its inception on April 1, 1982, through May 1990, RMS provided direct services to over 2,650 injured workers. Most of these individuals had back or spine-related injuries (56 percent). During this period, over 1,300 injured workers were returned to gainful employment — a success rate much higher than the national vocational rehabilitation program rate. In addition to the over 2,650 cases actively served by Rehabilitation Management Services, another 1,825 cases were referred to the regular VESID program after an initial screening by RMS and in cooperation with the respective carrier.

The injured worker served by RMS has a work history with which the counselor can begin the vocational planning and placement process. The priority outcomes for the provision of services to these individuals are:

1. return to the same job;
2. return to the same job in a modified capacity or similar job with the same employer;
3. return to different work with the same employer;
4. return to similar work or different work with a different employer; or
5. return to work after training or retraining.

Approval of the 1989-90 State budget enabled RMS to implement a revenue generating cost recovery program. The purpose of the revenue generating program is to allow for program expansion and to provide a basis for new programming that would serve previously underserved or unserved injured workers.

RMS has been responsible for substantial cost savings to both public and private sectors. It has been a mutually cooperative and beneficial relationship to both sectors. Most importantly, injured workers are being served as soon as medically feasible after injury, and their dignity and self-worth are being restored through return to gainful employment.

Accomplishments

- RMS began a special project to provide service to employees of OMH and OMRDD facilities on Long Island. This project is designed to serve Workers' Compensation claimants at these facilities.
- RMS designed a brochure to be used for marketing the RMS Program to appropriate insurance and agency groups.
- RMS became a leader in the creation and dissemination of a national questionnaire concerning Workers' Compensation programs in state rehabilitation agencies. This information will be used to create a brochure to be shared nationally with representatives of the insurance industry and others as appropriate.
- RMS, at the invitation of the State Insurance Fund, developed a major proposal to provide case management services to Workers' Compensation claimants in selected State agencies or facilities.
- RMS was named as the provider of choice for a special work force planning project designed with the Department of Civil Service. Services will be provided in the New York City area.
- RMS served over 350 injured workers and generated over $180,000 in fees from insurance carriers for providing rehabilitation services to injured workers.
- VESID/RMS is developing a formal agreement with the Federal Office of Workers' Compensation Program following the successful completion of a three-year pilot service intervention program.

DELIVERY OF SERVICES THROUGH DISTRICT OFFICES

Three major themes have been emphasized in the management of District Offices during the

past year in support of VESID's revised and expanded mission: improved access to services, development of integrated employment options, and more comprehensive service planning.

One component of VESID's revised mission is to simplify and improve access to services offered by the agency. VESID has begun to implement this revised mission by developing a wide range of new procedures intended to make the office more responsive to individuals in need of service. To make this possible, a simplified application form has been developed. Coupled with an easy to read fact sheet, this packet will be widely distributed in the community so that individuals will be able to gain access by simply mailing the one-page application or returning it in person.

To obtain additional insights into other improvements that could be made, each of the District Offices held a region-wide planning session to develop recommendations from the people who receive and deliver services. Over 500 persons met at 15 locations around the State to provide advice for the District Office plan to improve access to service and to improve integrated employment options for the people we serve.

VESID recognizes integrated employment as the best possible option for those we serve. Integrated employment placements are vocational placements that are in the most appropriate setting for the individual concerned and are, to the maximum degree possible, community based. Other important employment goals that District Offices will strive to achieve with consumers are jobs offering a career orientation, stable outlook, better pay and fringe benefits.

Supported employment is one example of an integrated employment option to which District Offices have invested a major effort. This year, the District Offices began the process of coordinating the management of the supported employment system in New York State. This has involved working closely with both community providers and local units of the Office of Mental Retardation and Developmental Disabilities and the Office of Mental Health. To complete this transition, VESID is developing units in each of the District Offices to manage the development of integrated employment options for the people served.

Individual District Office staff are responsible for the direct delivery of services to individuals with disabilities. Some of these individual District Office efforts and accomplishments are described below.

Albany

The Albany District Office serves the counties of Albany, Columbia, Greene, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, and Washington. Counselors in the District Office are seen as resource experts on vocational rehabilitation issues and have given presentations to many community groups on topics such as learning disability, traumatic head injury, employment issues for people with disabilities and Veterans' benefits.

Staff continue to develop referrals and enhance community relations through cooperative agreements and arrangements with substance abuse and alcoholism treatment programs, County Departments of Social Services and the Department of Labor. Outreach efforts are targeted toward in-school and underserved populations. Additionally, all local school districts are served through liaison counselor assignments.

The Albany Office emphasizes the placement of people with disabilities over the age of 45 by working with the Aging In America, Inc. Projects With Industry. During the past year, 72 individuals over the age of 45 were placed in jobs at an average wage in excess of $200 per week.

Binghamton

The Binghamton District Office serves the counties of Broome, Chemung, Chenango, Delaware, Otsego, Schuyler, Steuben, Tioga and Tompkins. A satellite office in Elmira provides services to consumers in the Elmira, Corning and Ithaca areas.

School linkage projects have been established with the Broome-Delaware-Tioga BOCES, generating many opportunities for school age consumers. For example, a summer youth employment program was continued at BOCES this year, concentrating on data entry and computer

skills. This is a cooperative program among VESID, JTPA and BOCES for students with severe physical impairments.

This Office, along with all VESID District Offices, has been involved with a computer automation project to simplify and improve case processing. New equipment and software has been installed and training provided to automate the office and provide computer capability for staff. Applications include word processing, on-line authorizations and computerized case files.

Bronx

The Bronx District Office was established to bring vocational rehabilitation services to Bronx County, especially to those previously unserved individuals with disabilities who were unable and/or unwilling to leave their community.

In the Bronx, there are 17 high schools, two Adult Skills Training Centers, one Occupational Training Center and many private high schools. The New York City Board of Education has identified over 5,000 students with special needs in these schools. VESID counselors visit Bronx high schools in order to serve their students with disabilities.

The Bronx has four rehabilitation facilities, a large number of private and voluntary hospitals, five municipal hospitals, two State Psychiatric Centers, Bronx Developmental Center and the Bronx V.A. Hospital. Counselors work closely with these facilities regularly and generate many referrals.

The Bronx Office is very active with interagency coordination. The Office maintains interagency agreements with the Bronx Alcohol and Substance Abuse Center and the Department of Labor. Staff of the Bronx Office are members of the Bronx Mental Retardation Council, the Bronx Transportation Committee for the Handicapped and the Bronx Chamber of Commerce. The Bronx Office participates in local health fairs, and provides staff for presentations to interested community groups to inform them of available vocational rehabilitation services.

The Bronx Office was instrumental in helping to develop a New York City placement consortium for people with disabilities, as well as developing employment opportunities for all consumers in the Bronx with emphasis on the South Bronx area. The staff actively works with the Hispanic population in the county to develop job opportunities.

Brooklyn

The Brooklyn District Office serves Kings County, the largest borough in New York City. The Office has been involved in a successful focus on outreach. Particular efforts were made with high schools to reach students with disabilities who need assistance with the transition from school to work.

There are 34 high schools in Kings County, plus numerous special schools for students impaired by physical or emotional disabilities or mental retardation in the Brooklyn area. Each school has a VESID liaison counselor who: provides initial interviews with applicants; arranges for medical-psychological consultations to determine eligibility; obtains appropriate school records; counsels students about their capabilities, training and job options; and presents information about VESID services to interested groups of parents, students and school staff. These activities have made VESID services readily accessible to all students with disabilities and to many "drop outs" who still maintain contact with other students or teachers.

Three full-time counseling specialists with manual communication skills serve the large hearing impaired-deaf population in Brooklyn. Since a large number of Brooklyn's active consumers have psychiatric impairments, liaison counselors serve Kingsboro Psychiatric Center, outpatient treatment centers of South Beach Psychiatric Center and the psychiatric units of numerous municipal, voluntary and private hospitals.

Individual counselors facilitate interagency cooperation by providing services to consumers with alcohol or substance abuse, mental retardation, veterans, and persons with disabilities seeking job placement services from the Department of Labor.

Buffalo

The Buffalo District Office serves the Western New York Counties of Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans and Wyoming. Included in these counties are 151 public and private secondary schools, five BOCES Districts, 19 two and four-year colleges and universities and six business schools.

This territory includes large urban areas such as Buffalo and Niagara Falls; small cities like Lockport, Tonawanda, North Tonawanda, and Batavia; small villages and suburbia; and rural areas such as Allegany, Wyoming and Orleans Counties.

Special projects have been developed with: St. Mary's School for the Deaf; Erie BOCES I, which is one of the special SED Cooperative Service Model Demonstration Projects; the VESID/OMRDD Special Demonstration Projects, located at Cattaraugus County ARC; and the Buffalo School System Project in which a counselor works closely with staff and students with disabilities in six vocational high schools.

Although the area's employment situation has improved slightly, much of the Buffalo area continues to be plagued with high unemployment, a declining economy and a difficult job market for most individuals seeking employment. Intensive efforts are required to assist individuals with disabilities in attaining employment.

Hauppauge

The Hauppauge District Office serves the rehabilitation needs of the residents of Suffolk County, which is a suburban and rural county in the southeast portion of Long Island in New York State. A satellite office serves the rural east end of Suffolk County, which allows for more efficient delivery of services and greater access of our consumers to their counselors.

Linkages are maintained with the three psychiatric centers and the developmental center located in Suffolk County, as well as with every school district within the county. Counselors are outstationed at BOCES programs to enhance coordination with the school systems. This permits closer linkages with the BOCES and enables VESID to begin serving consumers at an earlier age, with closer cooperation and coordination.

Supported employment grants were awarded to BOCES for students with disabilities who were aging out of the BOCES special education curriculum or aging out of programs run by component school districts. These services were provided to consumers in the Towns of Brookhaven and Islip. Another supported employment grant was awarded to the Suffolk Child Development Center to provide services to autistic young adults who were aging out of their high school programs. This unique program continues to provide the individual job coach model of supported work to these individuals with severe disabilities.

Hempstead

The Hempstead District Office provides services to people with disabilities in the County of Nassau through its main office in Hempstead and two outstations, one at the BOCES County Center in Westbury, and the other at North Shore University Hospital. Nassau County has 56 school districts with over 17,000 students identified as having disabilities. In addition, there is a school for the deaf and a large State psychiatric center serving in-patients and a number of outpatient clinics.

All professional staff participate in active outreach to provide timely services. Liaison relationships have been established with the Departments of Social Services, Labor, Mental Health and Mental Retardation and Developmental Disabilities, all county approved substance abuse treatment programs, mental health treatment clinics and large medical centers. The counselor stationed at the BOCES County Center serves students attending the BOCES Occupational Education Division in an intensive support program. An additional counselor is assigned to the four components of the BOCES special education division serving students with developmental disabilities and students with multiple disabilities.

Liaison relationships have also been established with all 56 school districts in the County to pro-

vide a continuum of services to students with disabilities and facilitate their transition from school to work. In order to intensify these linkages, counselors have been outstationed, at least one day each week, at five school districts selected on the basis of student enrollment. The VESID counselor assists with vocational assessments, work study programs, transition planning and consultation, job readiness training, and employer visits for labor market information. These programs have significantly increased regional utilization of VESID services.

Malone

Staff from the Malone District Office provide services to the Northern Counties of Clinton, Essex, Franklin and St. Lawrence, all of which are rural. The major industry is agriculture and, of the 86 towns in these counties, only seven have a population of over 10,000 people. All four counties are among the top ten counties with the highest unemployment rates in New York State.

The Malone staff work with persons with disabilities to develop, restore, or improve employment skills by providing appropriate diagnostic and assessment services, counseling, guidance, placement and other services. As a result, consumers become employed and increase their independence and ability to support themselves.

Counselors are assigned to each BOCES in the area as well as to each public high school. The linkage with students is further enhanced through Summer Youth Employment Programs, during which job coaches are used in appropriate settings. Work experience programs are provided through such programs as job tryouts, work study, on-the-job training and transitional employment. When appropriate, components from the supported work model such as tutors, job coaches and on-site job instructors are used to assist in job performance.

Manhattan

The Manhattan District Office provides services to the Boroughs of Manhattan and Staten Island in New York City. The Manhattan Office has specific liaison arrangements with many of the municipal, private and voluntary hospitals and other facilities in the two boroughs served. There are 115 specific liaison assignments held by members of the staff to schools, hospitals, treatment programs, as well as at a facility for the emotionally disturbed and a special outreach project for young persons who are deaf.

All staff are engaged in outreach activities to provide early, timely services to the in-school population and to reach potential consumers in currently underserved areas. The Office has undertaken new outreach activities in the Asian-American community, and has been involved with the Grand Central Partnership for the Homeless to assist in employment and placement issues.

Mid-Hudson

The Mid-Hudson District Office provides vocational rehabilitation services to the five counties of Dutchess, Putnam, Sullivan, Ulster, and Orange. There are two satellite locations in Middletown and Kingston. Counselors are assigned to work with every school district in the region. The staff work with eight different rehabilitation facilities and have close ties with local two- and four-year colleges.

The Office has representatives on a variety of local agencies and councils including the Job Training Partnership Act (JTPA) Private Industry

Councils, the Dutchess County Executive's Council on the Disabled, the Mid-Hudson Projects with Industry, the Orange County Mental Health Board and BOCES Advisory Committees. Staff have increased their participation with other agencies such as the Office of Mental Health, the Office of Mental Retardation and Developmental Disabilities and Independent Living Centers in planning for the needs of consumers.

The staff have become increasingly aware of the benefits to consumers of both simple and sophisticated personal technological devices that assist persons with disabilities in obtaining employment. Training about technology as well as inclusion of technology-related services is emphasized in the development of vocational rehabilitation plans for consumers.

Queens

The Queens District Office serves Queens County of New York City, which includes 26 high schools, two special education centers and the Lexington School for the Deaf. In addition, there are a number of private high schools, many of which serve students with special needs. Liaison counselors are assigned to all the high schools, as well as the larger special schools. A counselor with manual communication skills is outstationed at the Lexington School for the Deaf and the adjacent Lexington Center, and serves high school students as well as unemployed former students who participate in the adult programs offered at the Lexington Center. VESID high school liaison counselors meet monthly with transitional staff of the High School Superintendent's Office and the local coordinators in order to increase the understanding of the two systems and to utilize joint programs to the fullest extent possible.

The Borough is the site of major psychiatric hospitals (e.g., Creedmoor Psychiatric Center, Hillside Hospital, Holliswood Hospital). In order to meet the needs of their dischargees seeking vocational rehabilitation, the Queens District Office has four counselors whose caseloads are comprised exclusively of individuals with psychiatric disabilities. Joint planning with advocates and professionals in the area of emotional illness will result in programs designed to meet specific identified needs. Two counselors serve the many substance abuse programs located in Queens.

There are many pockets of new immigrants, some of whom are Spanish speaking, as well as others from Asia. It is anticipated that as these new groups enter the mainstream of life in the Borough, they will seek services for the members of their families who have disabilities. One bilingual counselor and one intake interviewer serve the Spanish-speaking consumers. Staff, as part of our ongoing outreach efforts, serve on the Mental Retardation Council, the Queensborough President's Task Force and various local provider and VESID planning committees.

Rochester

The Rochester District Office serves consumers in six counties: Monroe, Livingston, Ontario, Seneca, Yates and Wayne. In this six-county area, linkage activities have been established with all the schools. Liaisons exist for all the high schools in the area as well as the four area BOCES.

Services are also coordinated with the two psychiatric centers, two developmental centers, numerous mental health centers, the local epilepsy group, the learning disability agency, as well as local agencies which work with spinal cord injuries, multiple sclerosis and cerebral palsy.

The Office has developed two new programs to assist persons with traumatic brain injury (TBI) with supported and competitive employment. Additionally, a liaison was established with the Center for Occupational Rehabilitation, which is a work conditioning program utilizing the principles of ergonomics and state-of-the-art equipment. This program encourages the use of technology to assist individuals with disabilities to enter the world of employment.

Syracuse

The Syracuse District Office provides services in six counties of Central New York (Onondaga, Oswego, Jefferson, Madison, Cortland and Cayuga). The District Office is headquartered in

the State Office Building in Syracuse, with satellite offices on Syracuse Street and in the five outlying counties. Counselors meet with consumers in these locations, as well as in schools, businesses, rehabilitation facilities and referring agencies.

While most of the assignments of the Office are based on geography, many counselors have special assignments to emphasize services to a particular disability group. Examples include specialty caseloads serving persons with mental illness, mental retardation, deafness and spinal cord or head injuries. In addition, resource counselors provide special expertise in disabilities that represent relatively small parts of our caseload, but present especially complex rehabilitation problems.

The Office continues to implement special relationships with the Department of Labor and the Department of Social Services to expand their commitment to schools, and to develop further relationships with the local agencies for individuals with head injuries and learning disabilities. Staff serve on the JTPA Private Industry Council, the BOCES Occupational Education Advisory Councils, and various rehabilitation and generic service agencies of importance to consumers of VESID services.

The Syracuse Office led other service agencies in developing a community-accepted "single point of entry" or "direction center" organization. This approach is designed to improve access to VESID and other area rehabilitation and residential services for persons with disabilities.

Utica

The counties of Oneida, Herkimer, Lewis, Fulton, Hamilton and Montgomery are served by the Utica District Office. Outstation offices are located at the Rome School for the Deaf and in the City of Johnstown.

This year, the Office has focused on strengthening two aspects of the service delivery process. An in-house unit provides vocational assessments enabling consumers to select sound vocational goals and to access services more rapidly. The Office also has designed a two-method approach for improving job placements of persons with disabilities. This placement program includes a system for organizing employer contacts and a roster of job-ready individuals.

An "Employee Services Newsletter" has been developed and distributed. In addition to the assessment and placement developments, this Office continues to work closely with Independent Living Centers, schools and other referral sources providing early intervention and timely rehabilitation services.

White Plains

The White Plains District Office provides services to consumers in Westchester and Rockland Counties which have three BOCES, 60 high schools, a school for the deaf, a State psychiatric hospital, a State developmental center and a State rehabilitation hospital. The District Office has liaison counselors assigned to all institutions on a full-time or part-time basis.

The Office focuses on exploring cooperative program initiatives to improve coordination of services to students with disabilities, to improve public knowledge of the mission and benefits of VESID services and to strengthen service delivery approaches which improve the effectiveness of services.

Several activities were accomplished which directly or indirectly enhance the service delivery system at the local level. AIDS training for rehabilitation service providers was jointly developed and provided. Orientation groups were organized to increase consumer awareness and understanding of VESID services and the process.

Collaborative programs were initiated for individuals with disabilities to address labor needs within a specific industry. A grant program spearheaded by District Office staff resulted in the funding of $14,000 from the Hudson Valley Regional Education Center for Economic Development for training of individuals with chronic and persistent mental illness.

Biweekly orientation groups were initiated in the White Plains District Office for applicants and potential consumers of VESID services. A videotape, oral presentation and a question and answer session are essential components of the group meeting. An individual meeting immediately following the group meeting permits the consumer to focus on eligibility and service issues and provides an alternate mechanism for individuals to obtain information on services as well as quick access to services.

PROFILE OF THE PEOPLE WE SERVED

Through a network of 15 district and seven satellite offices across New York State, the Office of Vocational and Educational Services for Individuals with Disabilities (VESID) served over 74,121 persons during 1989-90.

There were 34,640 new referrals for services from a variety of sources. The education system, especially elementary/secondary schools and special schools for students with disabilities, accounted for the largest source of referrals (22 percent). The second largest referral source included former consumers and self-referrals. Other referral groups included hospitals and other public and private organizations.

New York State continues to be a leader in providing vocational rehabilitation services to individuals with the most severe disabilities. With 62 percent of all individuals served in 1989-90 having severe disabilities, VESID has demonstrated its continued commitment to this population.

In terms of specific disabilities, persons with orthopedic impairments made up the largest percentage of individuals served by VESID (26.5 percent). The second largest group of individuals served were those individuals diagnosed as having a mental illness (19.8 percent), followed closely by those diagnosed as mentally retarded (17.8 percent).

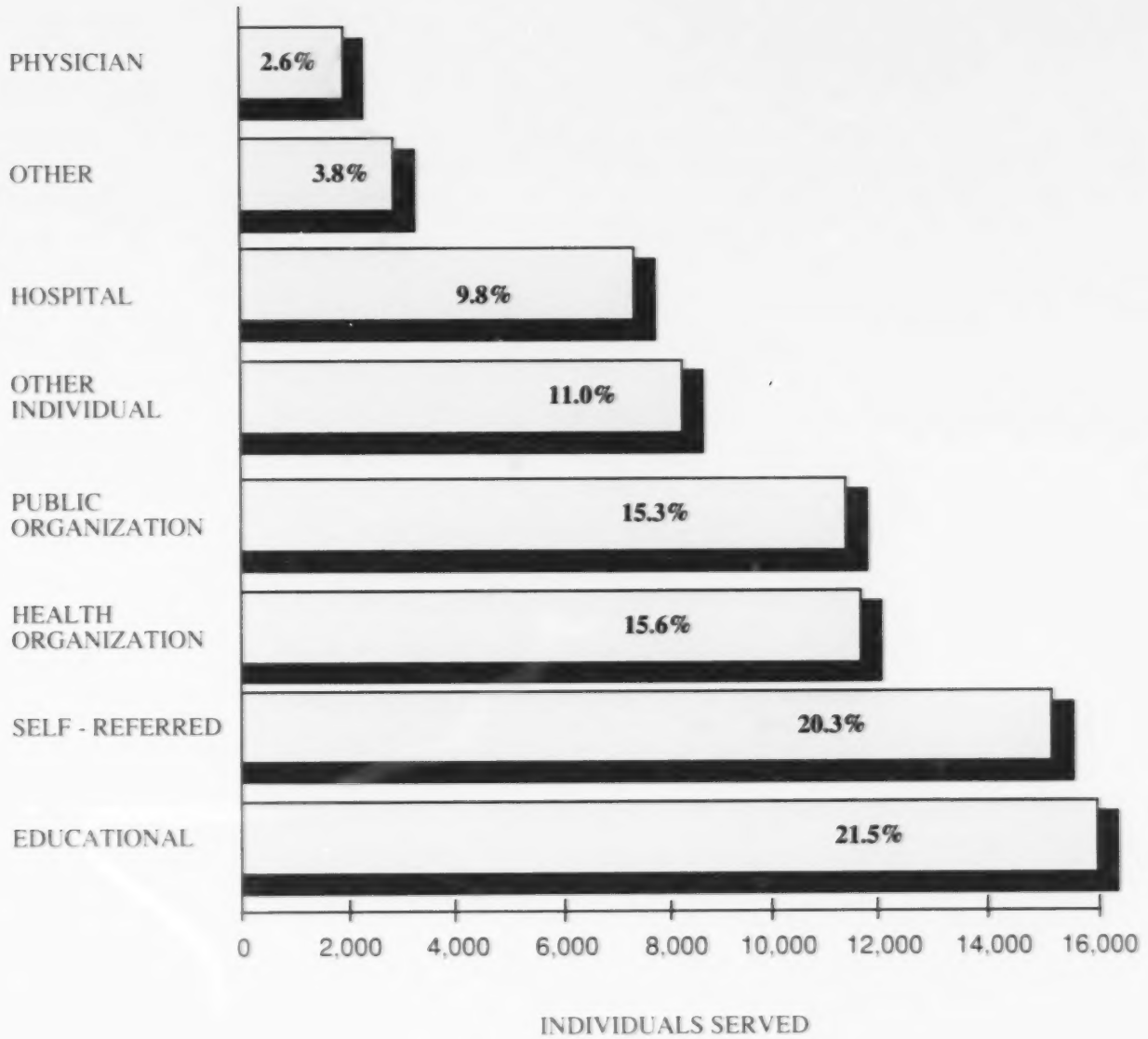
Sixty-four percent of all consumers served were younger than 35, and 20.1 percent were younger than 20 years of age. Seventy-four percent of the people served by VESID were white and 20 percent were black. The largest majority of consumers were male. Educational information (at the time of referral) shows that 21.6 percent of individuals served received education beyond high school, while 26.5 percent attended ungraded special education classes.

During the year, 9,422 persons were placed in suitable employment. The rehabilitation rate, which is the percentage of persons who have been employed after receiving VESID services divided by the total number of all eligible consumers whose cases were closed, was 59.3 percent. Of the total VESID consumers who became employed, 69.7 percent were placed in employment in a competitive setting.

Numerous follow-up studies have shown that a high percentage of individuals with disabilities retain their employment in years following rehabilitation. The tax revenues they return to Federal, State and local governments far surpass the public funds invested in rehabilitation. Public assistance payments to consumers who were rehabilitated were reduced by over $4.9 million during 1989-90.

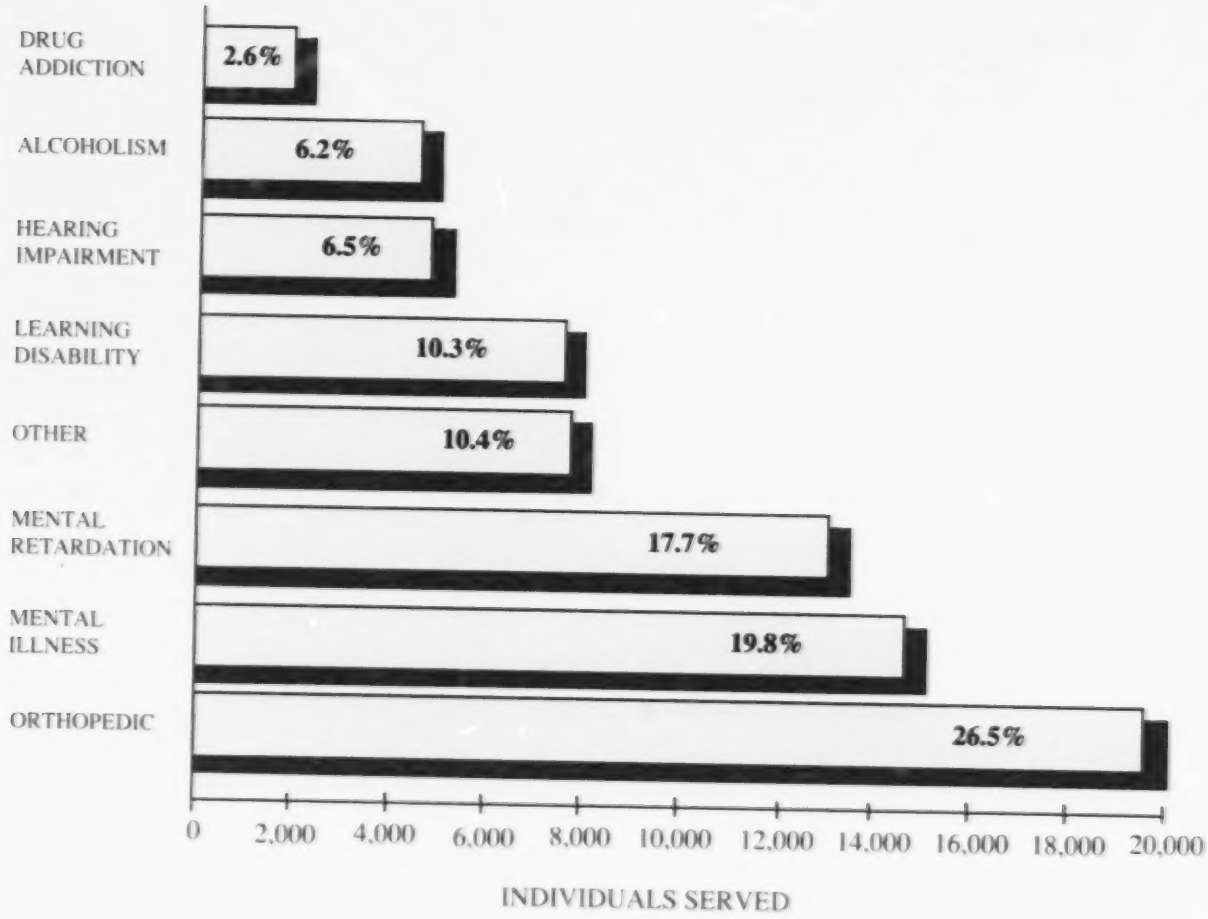
The following charts provide an overview of people who received VESID services during the past year and the outcomes of such services.

Referral Sources of Individuals Served by VESID
4/1/89 - 3/31/90



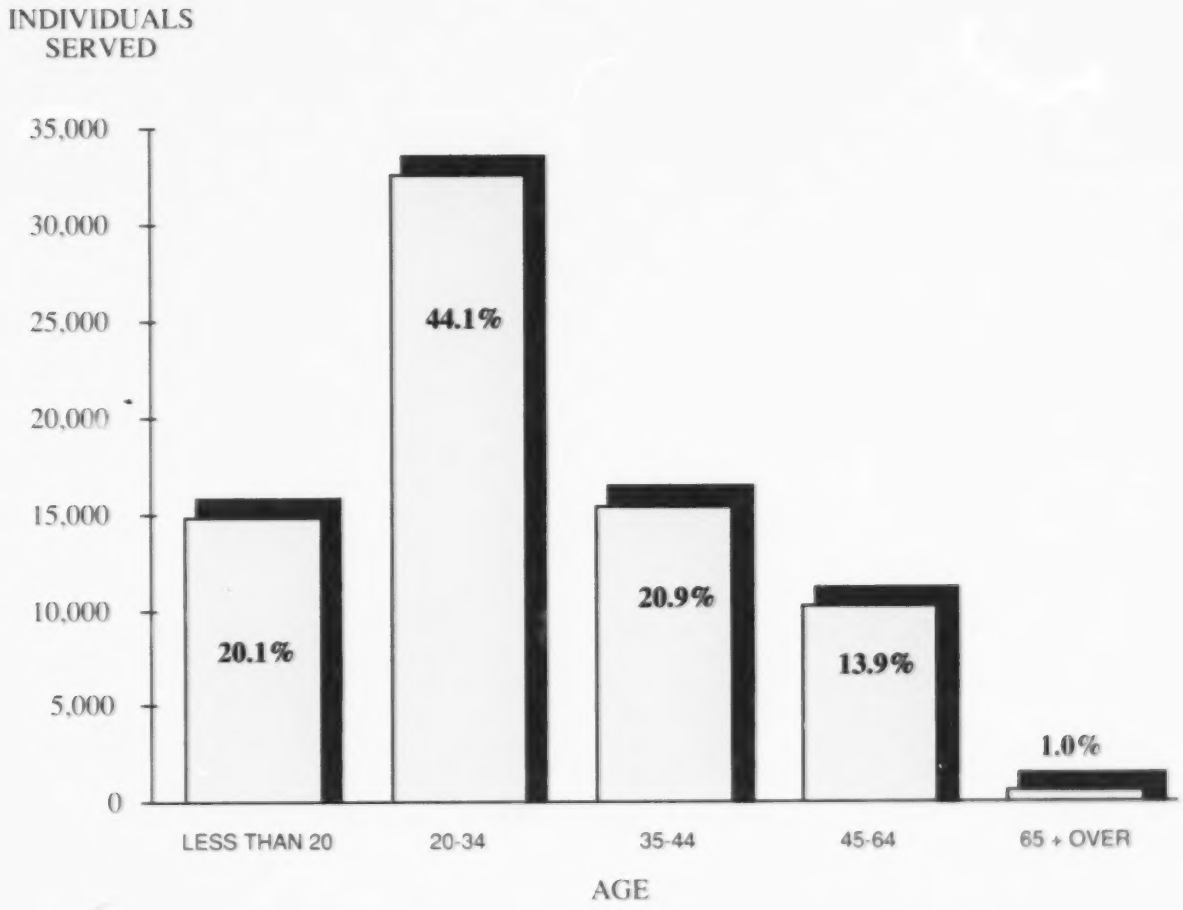
The largest source of referrals to VESID was the **educational** system. The next largest group of referrals were self-referred individuals who requested help for themselves. The third largest referral source was health organizations such as mental health clinics and medical clinics.

Disability of Individuals Served by VESID
4/1/89 - 3/31/90



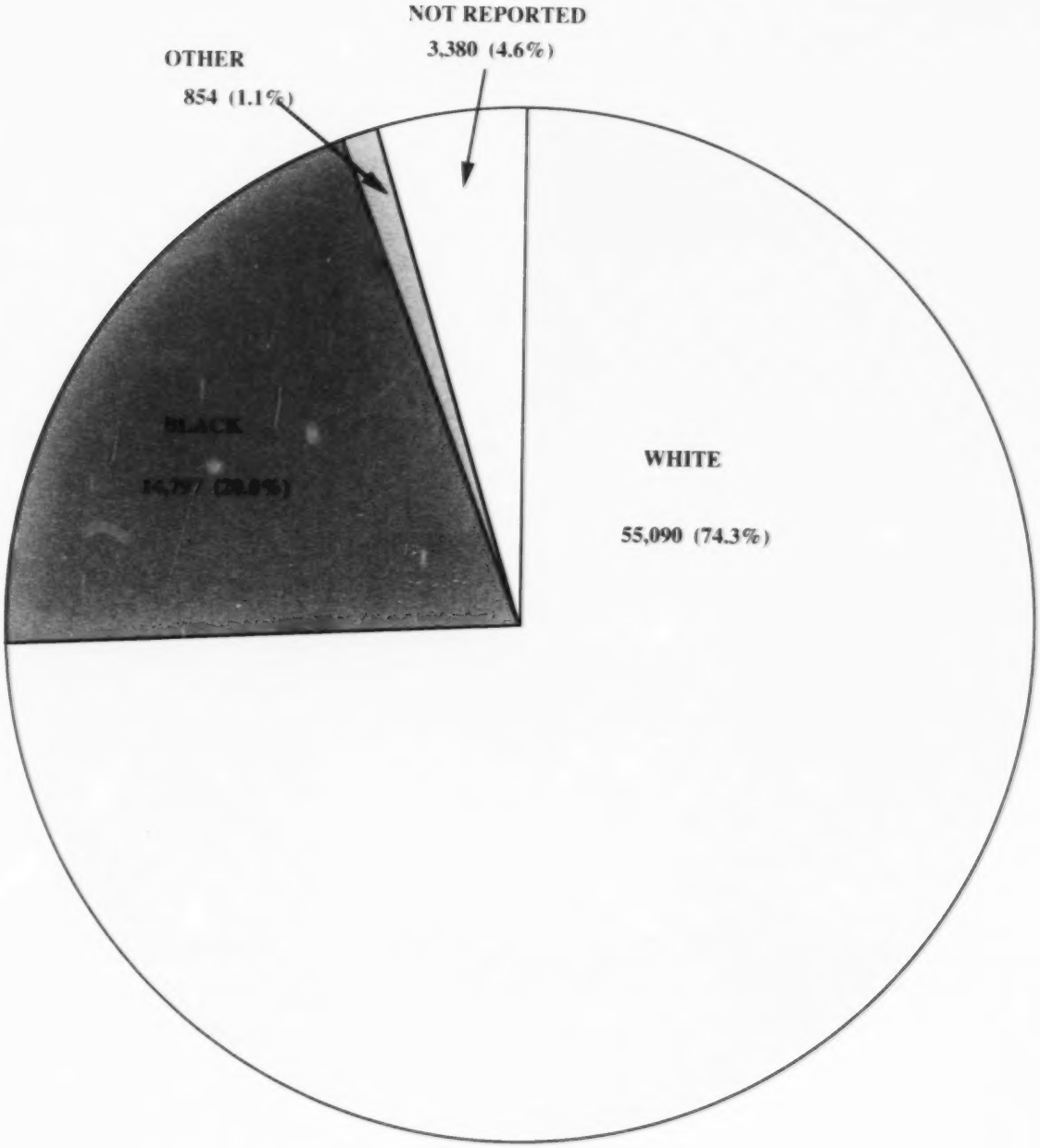
Persons with orthopedic impairments made up the largest proportion of individuals served by VESID. The second largest population served by VESID were those individuals diagnosed as having a mental illness, followed closely by those with mental retardation. "Other" includes such disabilities as visual impairments, epilepsy, respiratory diseases and speech impairments that were less than 2 percent of the total served.

Age at Referral of Individuals Served by VESID 4/1/89 - 3/31/90

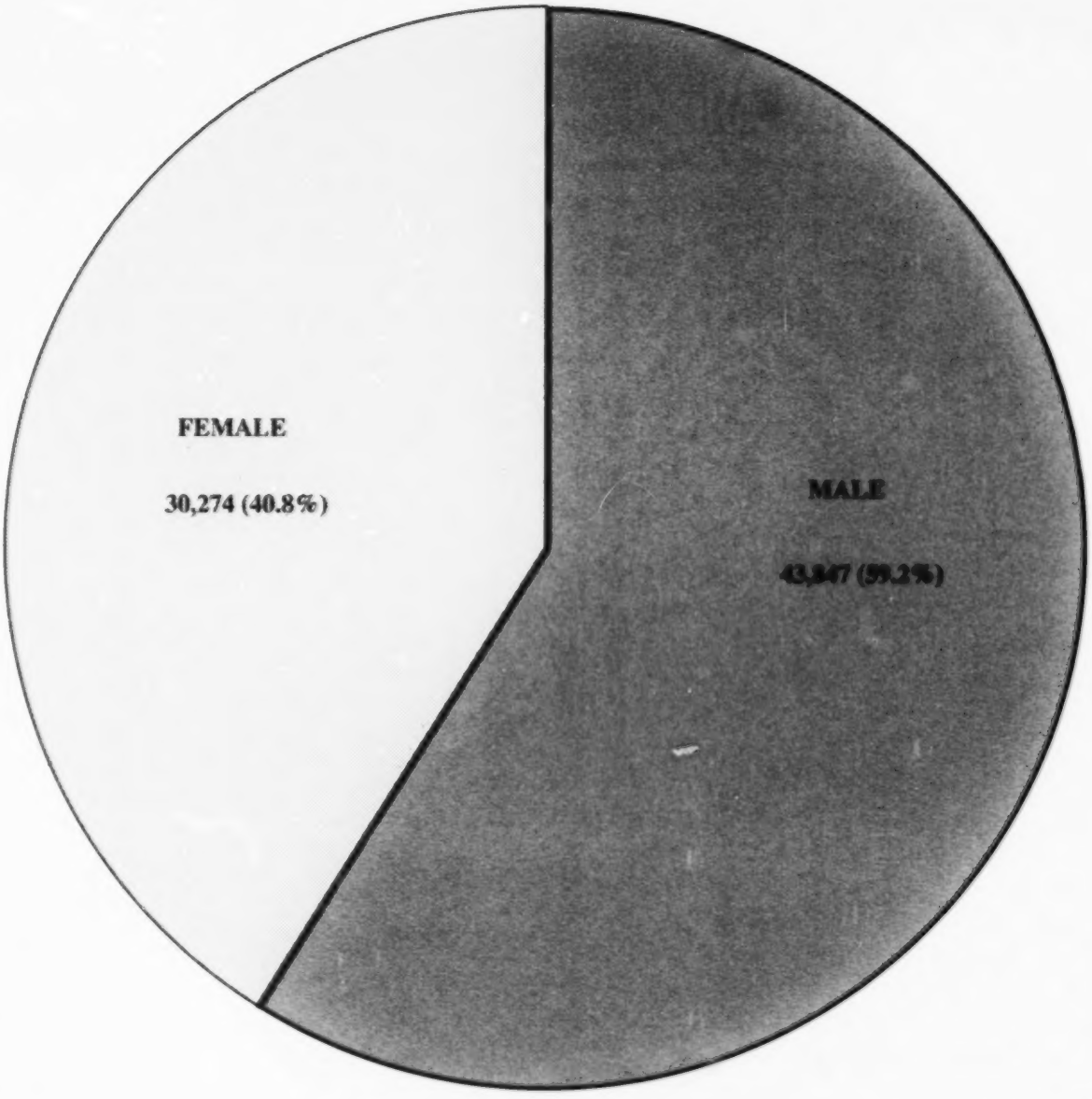


The majority of individuals served by VESID were in the **20-34 age** range. Individuals age 35-44 were the next largest group served.

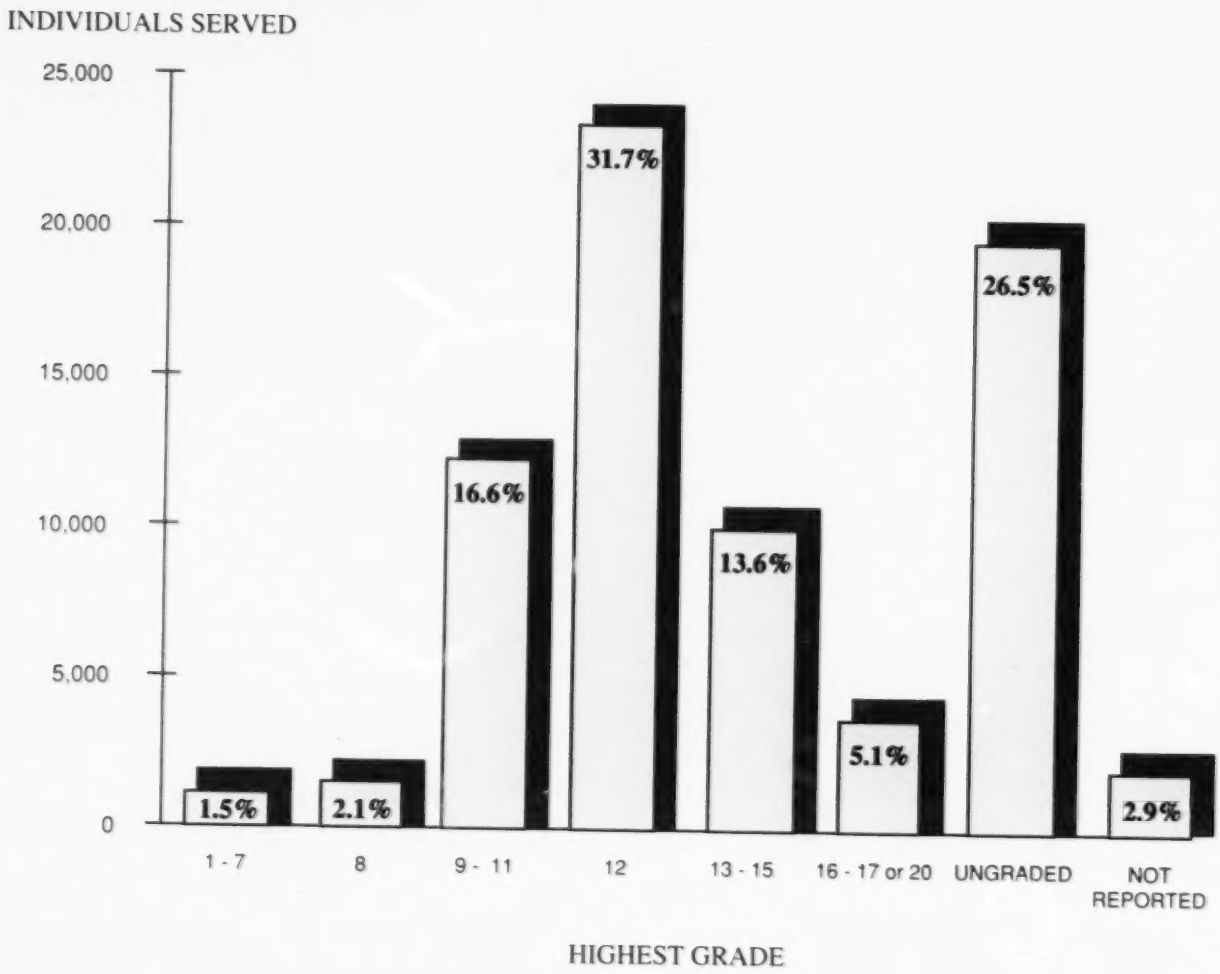
Ethnicity of Individuals Served by VESID
4/1/89 - 3/31/90



Gender of Individuals Served by VESID
4/1/89 - 3/31/90



Highest Education Level Completed at Referral of Individuals Served by VESID 4/1/89 - 3/31/90

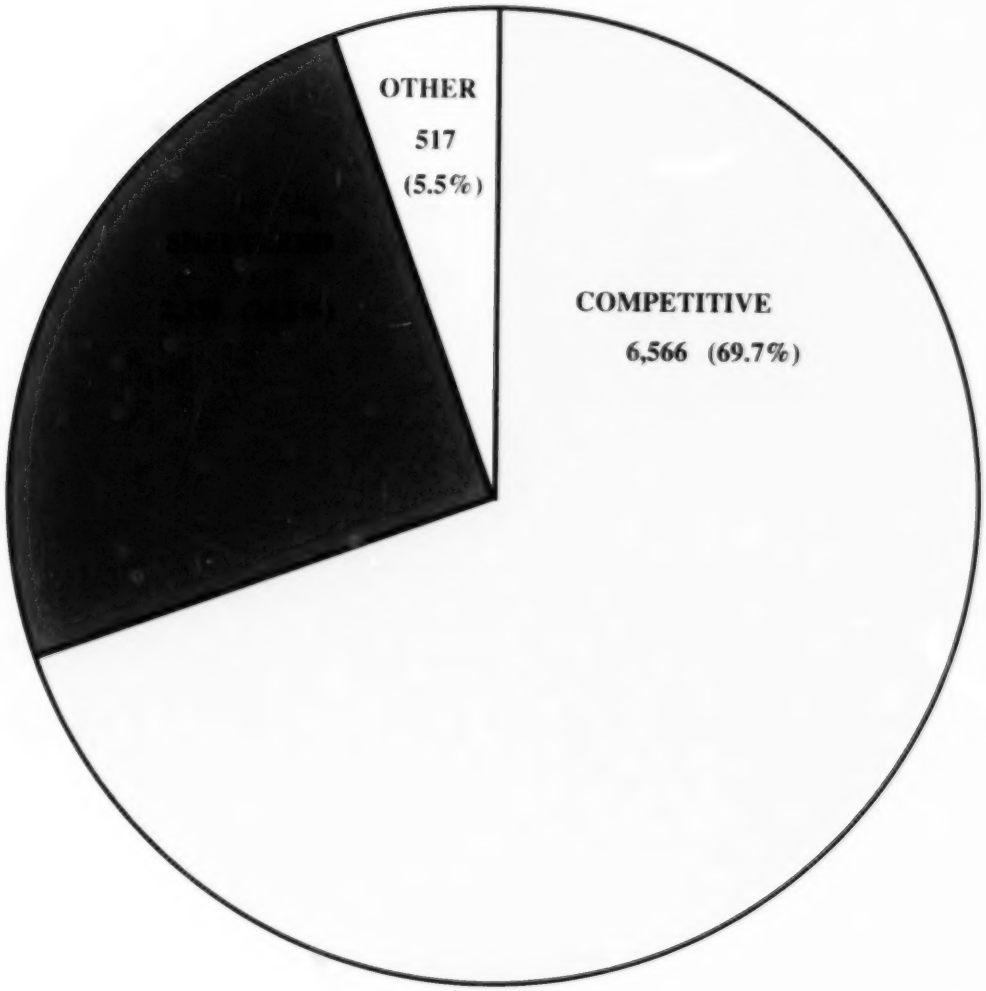


More than half of the individuals with disabilities served by VESID were high school graduates, with 18.7 percent having attended some college training. Another quarter of those served attended special education classes that were not equivalent to specific grades.

Severity of Disability of Persons Rehabilitated by VESID 4/1/89 - 3/31/90

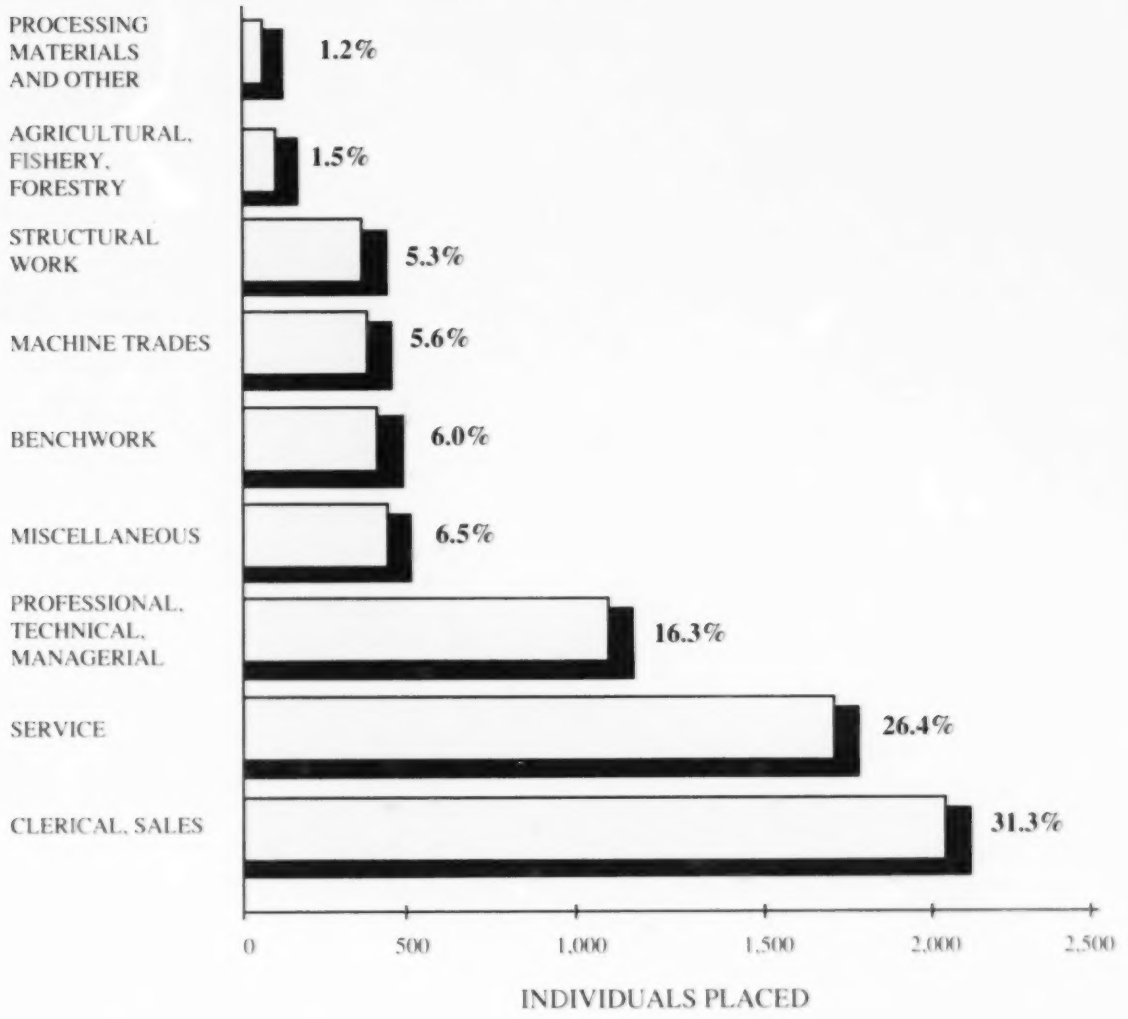
The **majority** of individuals rehabilitated by VESID had severe disabilities.

Types of Employment of Persons Rehabilitated by VESID 4/1/89 - 3/31/90



Through VESID's 15 district offices and working together with employers, rehabilitation facilities, independent living centers, and other public and private providers, **9,422 persons were rehabilitated** during the 1989-1990 State Fiscal Year. Of those who were rehabilitated, 24.8 percent entered sheltered employment and 69.7 percent were placed in a competitive setting. The balance of individuals rehabilitated became self-employed, homemakers or family workers.

Occupations of Individuals Placed in Competitive Employment by VESID 4/1/89 - 3/31/90



In New York State, 6,566 **individuals** with disabilities were trained and placed in many different competitive jobs. The largest area of competitive placement by VESID was in clerical and sales occupations. Examples include such employment positions as stenographer, bookkeeper, and messenger jobs. The second largest placement area was service occupations; examples include food and beverage preparation, building, and service related occupations. In the above chart, "miscellaneous" represents areas such as packaging and materials handling, employment in graphic art work, and transportation related occupations.

APPENDICES

ORGANIZATIONAL STRUCTURE

VESID is one of the six major offices of the State Education Department. Administrative and field staff are located in the Central Office in Albany, while the direct service staff are located in 15 District Offices, seven satellite offices and a number of outstation locations throughout the State. Within VESID, two Assistant Commissioners serve under the Deputy Commissioner for Vocational and Educational Services for Individuals with Disabilities, who reports directly to the Commissioner of Education.

Administrative Support

The Deputy Commissioner's Office contains the Administrative Support Unit which coordinates all centralized administrative functions of VESID. This unit is responsible for:

Management Services, which handles personnel, purchasing, fiscal reporting, budgeting, statistical reporting and data entry;

Social Security, which oversees activities necessary to provide VESID services to Social Security recipients and to maximize reimbursements for services; and

Contract Management, which coordinates all VESID contracts, including the renewal of approximately 100 State and Federal Supported Employment grant contracts. In the past year, this unit has coordinated the transition of between 200 and 300 Supported Employment contracts from the Office of Mental Retardation and Developmental Disabilities (OMRDD) to VESID.

Office of Service Delivery

The Assistant Commissioner for Service Delivery is responsible for two major functions: Local Operations, and Business and Industry Outreach.

Local Operations

The Coordinator of **Local Operations** supervises the activities of the District Offices, local interagency activities, the independent living program and the Rehabilitation Management Services Program.

The **District Office Administration Unit** is responsible for the operation of the District Offices across New York State. District Office operations are intended to enhance integrated, community-based opportunities for employment and independent living for persons with disabilities.

The Local Interagency Coordination Unit acts as a resource and technical advisor to District Offices and to VESID's Interagency Agreements Unit. It ensures that local efforts of the District Offices are coordinated with VESID's statewide plans and policies, including those of the Interagency Council and with those of other local, Federal, State and private agencies. The Unit assists in resolving local interagency service delivery issues, implementing the State Interagency Council agreements at the local level, and providing information to VESID's State Interagency Council liaisons regarding local interagency problems.

The Rehabilitation Management Services (RMS) Program provides quality rehabilitation services to injured workers in the most timely and cost-effective manner possible to assist employees to rapidly return to work. Under Section 15.9 of the New York State Workers' Compensation Law, funds derived from insurance carrier payments for work related deaths, where there is no beneficiary, are appropriated to VESID to support this program. When fully operational, RMS will be self-supporting through the generation of revenues.

The **Centers Unit** is responsible for administering the Statewide Independent Living Center program. State funding available under the Independent Living program is subcontracted to 35 not-for-profit Independent Living Centers located across New York State. These centers provide an array of services which assist persons with disabilities in functioning more independently in their communities. In addition to offering direct services to assist with independent living, centers work to increase architectural and programmatic access to existing ser-

vices offered by other agencies in their communities.

Business and Industry Outreach

The Coordinator of **Business and Industry Outreach** develops program initiatives between VESID and business and industry. The full-time role of this specialized division is to significantly increase employment opportunities for persons with disabilities in our State by developing agreements and programs with major corporations as well as small businesses. Linkages are developed with Chambers of Commerce, State and local job councils and other relevant participants.

Office of Policy and Program Development

The Assistant Commissioner for **Policy and Program Development** is responsible for three major program functions: Policy Development and Coordination; Quality Assurance; and Program Development, Technical Assistance and Support Services.

Policy Development and Coordination

The Coordinator of **Policy Development and Coordination** is responsible for all the planning, policy development and interagency activities within VESID.

Within this Division, the **Interagency Agreements Unit** develops and administers agreements with each of the relevant State agencies providing service to persons with disabling conditions. This brings a comprehensive focus to all persons of all ages with disabling conditions.

The **Policy Development and Evaluation Unit** coordinates the process by which policies are developed and implemented within VESID. Policies, which set forth the parameters for administration, service delivery and provider practices, must be statutorily accurate, responsive to the needs of consumers, consistent, clear and concise, supportive of professional judgment, feasible and widely publicized. Since VESID is only one of the major agencies serving persons with disabilities, the development of policy must be carefully linked with such development in other agencies and other offices of the Department. The policy development process must include all units of VESID that play a role in coordinating and translating policies into practice in the field.

The **Plan and Grant Development Unit** develops all the plans for VESID, including a comprehensive State Plan for services for individuals with disabilities, the VESID operational plan and a Departmentwide plan for ensuring access for individuals with disabilities to all educational and cultural programs and services available to the public at large.

The Plan and Grant Development Unit also coordinates appropriate VESID office staff and other State agencies to develop requests for proposals and other funding opportunities. This Unit coordinates the SED Intra-Agency Council and the Intra-Agency Liaison Group comprised of representatives of all offices of the Department. From an organizational perspective, the Intra-Agency Liaison Group is unique. Although housed within VESID, it is staffed by individuals officially employed in other offices in the Department. These individuals serve as liaison officers to each of the major offices in the State Education Department to increase physical and programmatic access for individuals with disabilities to all Department programs and services.

Quality Assurance

The Coordinator of **Quality Assurance** oversees the monitoring of each of the programs that receive funds through VESID from various State or Federal sources.

Within this Division, the **Monitoring Unit** is responsible for on-site reviews of compliance with statutory and/or regulatory requirements and adherence to program and administrative procedures. These reviews focus on the accessibility and quality of services being provided to consumers.

The **Service Review Unit** assures responsiveness to and early resolution of individual consumer complaints. This unit follows up on complaints made by consumers or families in an attempt to resolve issues on an informal local level.

Program Development, Technical Assistance and Support Services

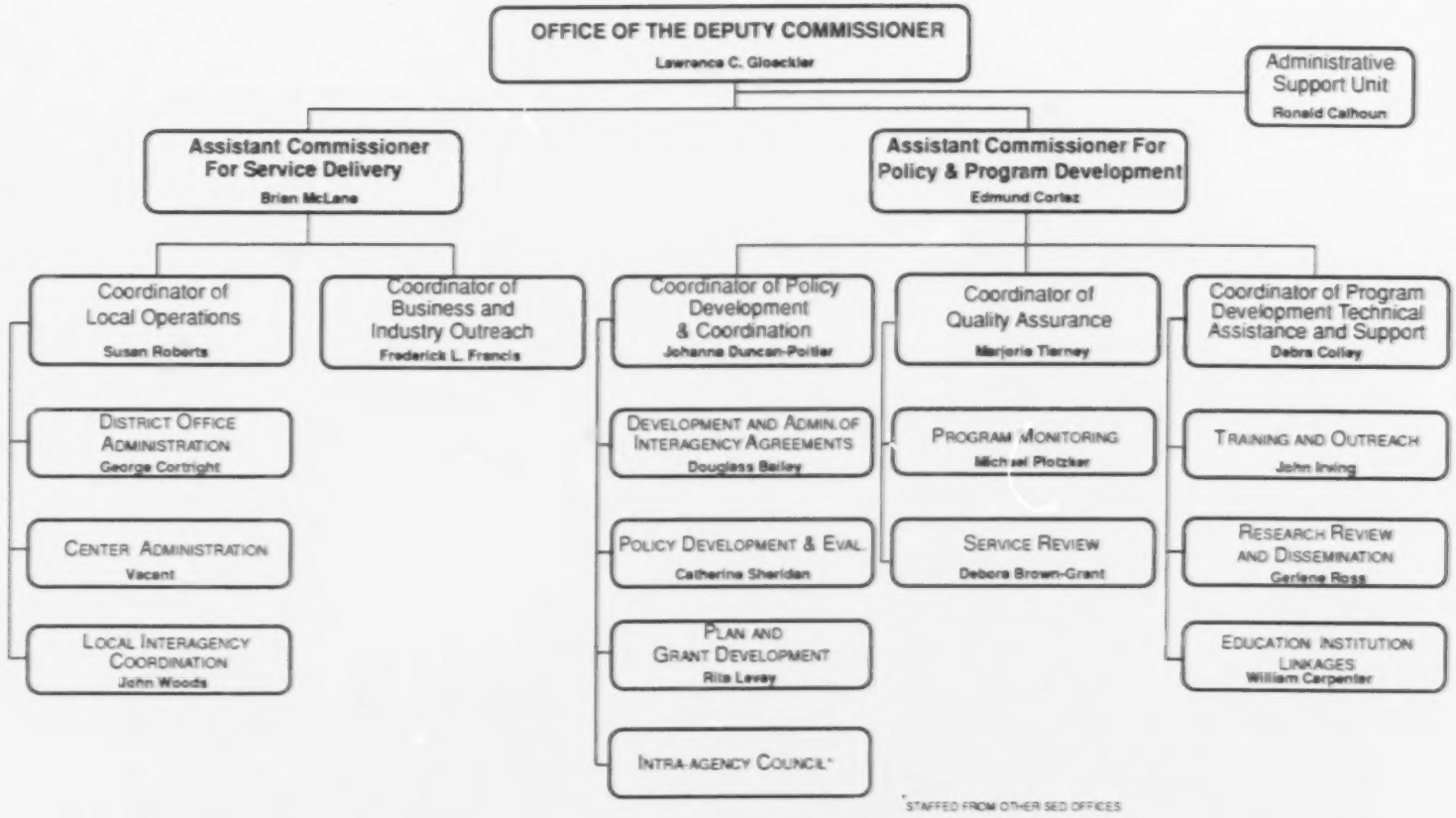
The Coordinator of **Program Development, Technical Assistance and Support Services** is responsible for training and outreach programs, as well as linkages with other segments of the educational service delivery system.

The **Training and Outreach Unit** trains both Department and contract service providers on current policies, as well as on state-of-the-art professional information necessary for effective service delivery. This unit also conducts ongoing public information efforts so that individuals throughout the State are aware of the services available throughout the State Education Department and how to access them efficiently.

The **Research, Review and Dissemination Unit** is responsible for current information on new trends, developments, research and publications in the field of educational and rehabilitative services for individuals with disabilities.

Another key unit in this area, **Educational Institution Linkages**, is dedicated to increasing and formalizing linkages with other components of the educational system including schools, colleges, libraries, museums and adult education programs. This unit emphasizes increased accessibility to all aspects of the educational system, many of which may not have been traditionally available to people with disabilities.

Office of Vocational and Educational Services for Individuals with Disabilities



VESID DISTRICT OFFICES

VESID District Office Addresses, Phone Numbers and District Office Managers are listed below. If you can't reach a District Office, or want more information, call the VESID HOTLINE, at 1-800-222-JOBS. The Office of Vocational and Educational Services for Individuals with Disabilities does not discriminate on the basis of age, color, religion, creed, disability, marital status, veteran status, national origin, race, sexual orientation, or gender in the educational programs and activities which it operates.

ALBANY DISTRICT OFFICE
Thomas Paduano, Manager
55 Elk Street, Room 301
Albany, New York 12207
(518) 473-8097
TTY: (518) 473-8467

SOUTHERN TIER DISTRICT OFFICE
Richard Andres, Manager

BINGHAMTON OFFICE
92 Hawley Street
Binghamton, New York 13901
(607) 773-7830
TTY: (607) 773-7998

ELMIRA OFFICE
110 West Second Street
Elmira, New York 14901
(607) 734-5294
V/TTY: (607) 734-4676

BRONX DISTRICT OFFICE
Lenore Lipka, Manager
1500 Pelham Parkway South
1st Floor
Bronx, New York 10461
(212) 931-3500
TTY: (212) 828-4003

BROOKLYN DISTRICT OFFICE
Danna Mitchell, Manager
111 Livingston Street
23rd Floor
Brooklyn, New York 11201
(718) 834-6550
TTY: (718) 834-6562

BUFFALO DISTRICT OFFICE
Duane Reggentine, Manager
125 Main Street, 8th Floor
State Office Building
Buffalo, New York 14203
(716) 847-3294
TTY: (716) 847-1495

BUFFALO PSYCHIATRIC CENTER
400 Forest Avenue
Building #51
Buffalo, New York 14213-1298
(716) 885-9555

HAUPPAUGE DISTRICT OFFICE
Jerold Donowitz, Manager
State Office Building
Veterans Highway
Hauppauge, New York 11788
(516) 360-6357
TTY: (516) 360-6370

RIVERHEAD OFFICE
Plaza 518
East Main Street
Riverhead, New York 11901
(516) 727-6496

HEMPSTEAD DISTRICT OFFICE
Leo Schechter, Manager
50 Clinton Street, Room 708
Hempstead, New York 11550
(516) 483-6510
TTY: (516) 483-6087

MALONE DISTRICT OFFICE
John Ray, Manager
East Main Street Road
Rt. 1, Box 39
Malone, New York 12953
(518) 483-3530
V/TTY: (518) 483-6070

MANHATTAN DISTRICT OFFICE
John Bertrand, Manager
116 West 32nd Street, 6th Floor
New York, New York 10001
(212) 630-2300
TTY: (212) 630-2378

STATEN ISLAND OFFICE
1139 Hylan Boulevard
Staten Island, New York 10305
(718) 816-4800

HARLEM OFFICE
163 West 125th Street
New York, New York 10027
(212) 870-4420

MID-HUDSON DISTRICT OFFICE
Harriet Fein, Manager
120 Dutchess Turnpike
Canterbury Plaza
Poughkeepsie, New York 12603
(914) 452-5325
TTY: (914) 452-2910

KINGSTON OFFICE
65 Albany Avenue
Suite E
Kingston, New York 12401
(914) 339-4270
TTY: (914) 339-4254

MIDDLETOWN OFFICE
280 Route 211 East
Middletown, New York 10940
(914) 343-7951
TTY: (914) 343-4969

QUEENS DISTRICT OFFICE
L. Carol Stein, Manager
1 LeFrak Plaza
59-17 Junction Blvd.
20th Floor
Corona, New York 11368
(718) 271- 9346
TTY: (718) 271-9799

ROCHESTER DISTRICT OFFICE
Paul Pfrommer, Manager
109 South Union Street, 2nd Floor
Rochester, New York 14607
(716) 238-2900
TTY: (716) 325-6278

SYRACUSE DISTRICT OFFICE
Marvin Reed, Manager
333 East Washington Street
Room 230
State Office Building
Syracuse, New York 13202
(315) 428-4179
TTY: (315) 426-2155

ONONDAGA PLAZA OFFICE
(Same address as above)

UTICA DISTRICT OFFICE
Emile Truchon, Manager
State Office Building
207 Genesee Street, Room 801
Utica, New York 13501
(315) 793-2536
TTY: (315) 793-2667

JOHNSTOWN OFFICE
2 South Market Street
Johnstown, New York 12095
(518) 736-1039

WHITE PLAINS DISTRICT OFFICE
Sandra Countee, Manager
55 Church Street, 3rd Floor
White Plains, New York 10601
(914) 946-1313
TTY: (914) 946-1520

ROCKLAND OFFICE
30 Orangetown Center
Orangeburg, New York 10962
(914) 359-1042
TTY: (914) 359-1703

ADVISORY COUNCIL ON VOCATIONAL AND EDUCATIONAL SERVICES FOR INDIVIDUALS WITH DISABILITIES

Emanuel Axelrod
Goshen, New York

John Bateman-Ferry
Syracuse, New York

Amalia Betanzos
New York, New York

Bruce Blower
Hauppauge, New York

Marc Brandt
Delmar, New York

Edward Cleary
New York, New York

Martin Florsheim
Brooklyn, New York

Michael Fox
Albany, New York

Louise Friedman
Mineola, New York

Diane Gaines
Hempstead, New York

Andres Garcia
Buffalo, New York

Gene Gittleson
New York, New York

Albert Henry
New York, New York

Josephine Infante
Bronx, New York

Fern Khan
New York, New York

Sue Lehr
Tully, New York

Joel Levy
New York, New York

Patricia Livingston
New York, New York

Edwin Martin
Albertson, New York

Michael Parker
New York, New York

Virginia Rossuck
Latham, New York

Frederick Sampson
Liverpool, New York

James R. Sheldon, Jr.
Buffalo, New York

Neil Slater
Great Neck, New York

James Stowell
Port Chester, New York

Mary Wambach
Poughkeepsie, New York

John Wingate
New York, New York

EX OFFICIO MEMBERS

Frances Berko
Albany, New York

Clarence J. Sundram
Albany, New York

INDEPENDENT LIVING CENTERS

ALBANY CENTER
Todd Eggert
Executive Director
Capital District Center for Independence
West Mall Office
845 Central Avenue
Albany, New York 12206

AMSTERDAM CENTER
Bonnie Page
Executive Director
Independent Living Center of Amsterdam
135 Guy Park Avenue
Amsterdam, New York 12010

AUBURN CENTER
Virginia Ellis
Executive Director
Options for Independence
55 Market Street
Auburn, New York 13021

BATAVIA CENTER
Linda Olson
Executive Director
Batavia Center for Independent Living
61 Swan Street
Batavia, New York 14020

BINGHAMTON CENTER
Maria Dibble
Executive Director
Southern Tier Independence Center
107 Chenango Street
Binghamton, New York 13901

BRONX CENTER
Bobbi Linn
Executive Director
Bronx Independent Living Services, Inc.
3525 Decatur Avenue
Bronx, New York 10467

BROOKLYN CENTER
Denise McQuade
Executive Director
Brooklyn Center for Independence
of the Disabled
408 Jay Street
Brooklyn, New York 11201

BUFFALO CENTER
Douglas Usiak
Executive Director
Western New York Independent
Living Project, Inc.
3108 Main Street
Buffalo, New York 14214

CORNING CENTER
Norman White
Executive Director
Assistance and Information for the Disabled
271 East First Street
Corning, New York 14830

DELAWARE CENTER
Richard Zachmeyer
Executive Director
Catskill Center for Independence
P.O. Box 1247, Route 23 Southside
Oneonta, New York 13820

GLENS FALLS CENTER
Brad Williams
Executive Director
Glens Falls Independent Living Center
P.O. Box 453
Glens Falls, New York 12801

HARLEM CENTER
Junius Kellogg
Acting Executive Director
c/o Harlem Hospital Center
506 Lenox Avenue
New York, New York 10037

ITHACA CENTER
Terry Ofner
Executive Director
Finger Lakes Independence Center
609 West Clinton Street, Clinton W. Plaza
Suite 112
Ithaca, New York 14850

JAMESTOWN CENTER
Marie Carrubba
Executive Director
Southwestern Independent Living Center, Inc.
878 North Main Street
Jamestown, New York 14701

KINGSTON CENTER
Joan Gundersen
Executive Director
Resource Center for Accessible Living
602 Albany Avenue
Kingston, New York 12401

MANHATTAN CENTER
Marilyn Saviola
Executive Director
Center for Independence of the Disabled
in New York
841 Broadway, Room 205
New York, New York 10003

MASSENA CENTER
Jeffrey Reifensnyder
Executive Director
Massena Independent Living Center
One North Main Street
Massena, New York 13662

MIDDLETOWN CENTER
Donna Miller
Executive Director
Western Orange County Center for
Independent Living
R.D. #1, Box 144c, Route 6
Slate Hill, New York 10973

NASSAU CENTER
Patricia Moore
Executive Director
Long Island Center for Independent Living, Inc.
3601 Hempstead Turnpike
Levittown, New York 11756

NEWBURGH CENTER
Doug Hovey
Executive Director
Eastern Orange County Center for Independent
Living
200 Lake Street
Newburgh, New York 12550

NIAGARA FALLS CENTER
Ronald Clark
Executive Director
Niagara Frontier Center for Independent
Living, Inc.
1522 Main Street
Niagara Falls, New York 14305

OLEAN CENTER
Anna Armstrong
Executive Director
Directions in Independent Living
1 Holiday Park Centre, Suites A & B
2636 West State Street
Olean, New York 14760

PLATTSBURGH CENTER
Cecily S. Feldman
Executive Director
North Country Center for Independence
159 Margaret Street
Plattsburgh, New York 12901

POUGHKEEPSIE CENTER
Mary Wambach
Executive Director
Taconic Resources for Independence
82 Washington Street
Poughkeepsie, New York 12601

QUEENS CENTER
Michael McIntyre
Executive Director
Queens Independent Living Center
140-40 Queens Boulevard
Jamaica, New York 11435

ROCHESTER CENTER
Judi DiGuiseppe
Executive Director
Rochester Center for Independent Living
758 South Avenue
Rochester, New York 14620

ROCKLAND CENTER
Susan Finisdore
Executive Director
Rockland Independent Living Center
235 North Main Street
Spring Valley, New York 10977

STATEN ISLAND CENTER
Dorothy Doran
Executive Director
Staten Island Center for Independent Living
150 Walker Street
Staten Island, New York 10302

SUFFOLK CENTER
June Roberts
Executive Director
Self Initiated Living Options, Inc.
3241 Route 112, Building #7
Medford, New York 11763

SYRACUSE CENTER
John Bateman-Ferry
Executive Director
ARISE
501 East Fayette Street
Syracuse, New York 13202

TROY CENTER
Denise Figueroa
Executive Director
Troy Resource Center for Independent Living
Troy Atrium
Broadway and 4th Street
Troy, New York 12180

UTICA CENTER
Burt Danovitz
Executive Director
Resource Center for Independent Living
Columbia Place
409 Columbia Street
Utica, New York 13502

WATERTOWN CENTER
Catharine Keane
Executive Director
Watertown Independent Living Center
Suite 400
Woolworth Building
Watertown, New York 13601

WHITE PLAINS CENTER
Joseph Bravo
Executive Director
Westchester Independent Living Center
297 Knollwood Road
White Plains, New York 10607

YONKERS CENTER
Harry Kaplan
Executive Director
Westchester Disabled on the Move
984 North Broadway
Yonkers, New York 10701

ADVISORY COUNCIL ON INDEPENDENT LIVING

John Bateman-Ferry
Syracuse, New York

Bart Brophy
Bethpage, New York

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Utica, New York

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New York, New York

Mary Wambach
Poughkeepsie, New York

This report is a compilation of information provided by the District and Central Office staff of VESID. We extend our thanks to Richard Strohl, who coordinated the development of this document's content, to Gloria Shea who developed the initial drafts, and to Ann Waters, who was responsible for all secretarial assignments related to the completion of this report.